INCIDENT MANAGEMENT PLAN

For The

Tri-County Metropolitan Transportation District of Oregon/Tri-Met

Incident Management Plan
Table of Contents

CHAPTER 3 - COMMUNICATIONS

CHAPTER 4 - EMERGENCIES

CHAPTER 6 - INCIDENT RESPONSE TOOL BOX – IMO BLANK FORMS

CHAPTER 7 – INCIDENT RESPONSE TOOL BOX – STATION & TRANSIT CENTER LAYOUT

7.01.31 Yamhill District
7.01.32 Civic Stadium
7.01.33 Kings Hill/SW Salmon
7.01.34 Goose Hollow/SW Jefferson
7.01.35 Washington Park
7.01.36 Sunset TC
7.01.37 Beaverton TC
7.01.38 Beaverton Central
7.01.39 Millikan Way
7.01.40 Beaverton Creek
7.01.41 Merlo/SW 158th Ave
7.01.42 Elmonica/SW 170th Ave
7.01.43 Willow Creek/SW 185th Ave TC
7.01.44 Quatama/SW 205th Ave
7.01.45 Orenco/NW 231st Ave
7.01.46 Hawthorn Farm
7.01.47 Fair Complex/Hillsboro Airport
7.01.48 Washington/SE 12th Ave
7.01.49 Tuality Hospital/SE 7th Ave
7.01.50 Hillsboro Central/SE 3rd Ave TC
7.01.51 Hatfield Government Center
7.01.52 (New Airport 1)
7.01.53 (New Airport 2)
7.01.54 (New Airport 3)
7.01.55 (New Airport 4 Terminal)

7.02 Bus Transit Centers
Barbur Boulevard Transit Center
Beaverton Transit Center
Burlingame Transit Center
Clackamas Town Center Transit Center
Gateway/NE 99th Avenue Transit Center
Gresham Central Transit Center
Hillsboro Central/SE 3rd Avenue Transit Center
Hollywood/NE 42nd Avenue Transit Center
Lake Oswego Transit Center
Milwaukie Transit Center
Oregon City Transit Center
Rockwood/ E 188th Avenue Transit Center
Rose Quarter Transit Center
Sunset Transit Center
Tigard Transit Center
Washington Square Transit Center
Willow Creek/SW 185th Avenue Transit Center

Incident Management Plan
Table of Contents, January, 1999

Incident Management Plan

Chapter 1 - General

1.01 Policy Statement

It is the goal of the Tri-County Metropolitan Transportation District of Oregon (Tri-Met) to protect the public as well as Tri-Met's employees, property, and facilities from harm that may occur as a result of natural or man-made emergencies or events. No transit system is immune from emergency situations nor can a transit system avoid being involved in the many community events that take place each year. Accordingly, this Incident Management Plan (the Plan) was developed and shall be practiced, implemented and updated as needed to remain current.

The primary goal of the Plan is to provide a comprehensive approach for managing emergencies and events, including prevention/mitigation, preparedness, response, and recovery.

The Plan addresses emergencies due to criminal activity, earthquake, fire, flooding, hazardous materials spills, medical emergency, severe weather, telecommunications or computer system failures, terrorism, transportation accidents, utility outages, volcanic activity, or other emergency situations occurring within the transit system and its related buildings. The Plan also addresses anticipated, planned events that require a special response from Tri-Met such as the disruption of bus or light rail service or special events like the annual Rose Festival.

This Plan is applicable to all Tri-Met personnel, operations and facilities. It also may be utilized by outside public agencies whose duties include the preservation or protection of life and property during a regional or system emergency or planned event. All Tri-Met employees and departments are responsible for the implementation and execution of the provisions of the Plan. Only through a concerted and timely effort can the above goal of this Plan be attained.

1.02 Introduction

A. Purpose

This Plan was developed to minimize the adverse effects to life and property from natural and man-made emergencies or events, and to ensure the continuity of transit service to the region Tri-Met serves.

The ability to respond quickly and in an organized manner is vital to the continuation of transit service during a special event, emergency, or during

the recovery from a catastrophic incident. The Plan defines in a straight-forward manner who does what, when, where, and how to mitigate, prepare for, respond to, and recover from special events, emergencies or disasters, as follows:

1. Develops procedures to ensure a reasonable state of incident preparedness.

2. Prescribes the authority, responsibility, functions, and operations of the Incident Management Organization, including the management of critical resources.

3. Establishes the coordination activities with other emergency response and service agencies.

4. Includes mutual aid and other support agreements with appropriate local and state agencies.

1.03 Plan Objectives

A. Tri-Met will maintain an Incident Management Organization as follows:

1. Bus and Rail Administration Joint Command (JOC)
2. Planning Section
3. Operations Section
4. Security Section
5. Safety Section
6. Finance Section
7. Public Information Section
8. Customer Service Section
9. Logistics Section

- Incident Operations/Dispatch Centers
  a. Bus Dispatch
  b. Rail Control
  c. ATP Dispatch

- Incident Command, Command Post

- Incident Response Teams (IRTS)

- Facility Response Teams (FRTS)

B. Each associated group of this Incident Management Organization will be assigned to carry out incident organizational and operational tasks and responsibilities to:

1. Analyze the incident situation.

2. Protect life, and provide for the health and safety of Tri-Met customers, employees, and visitors.

3. Protect the property and assets of Tri-Met.

4. Establish priorities for use of available Tri-Met resources.

5. Be as self-sufficient as possible for up to 72 hours following a regional emergency or disaster.

6. Fulfill Tri-Met's responsibilities under the inter-governmental mutual aid agreements in place with other regional governments and jurisdictions.

7. Provide buses to government emergency agencies on a priority basis, as requested and available for emergency response.

8. Provide transit services for the customers and communities served by Tri-Met.

1.04 Authority

The authority for preparation and implementation of this Incident Management Plan is vested in the General Manager of Tri-Met under Oregon* law. The Incident Management Organization is directed by the General Manager to develop and implement a comprehensive and coordinated Incident Management Plan for Tri-Met.

1.05 Plan Maintenance

This Plan was developed by the Incident Management Organization based on the U.S. Coast Guard model for an Incident Command System (ICS). It is maintained by Tri-Met's System Safety Programs Department. Annual review of this document will be performed by the Incident Management Organization and the System Safety Programs Department, with support of the other District departments (see Schedule for Plan Maintenance in Chapter 3, 3.01.10).

This Plan will be updated and tested by simulations and training exercises on a scheduled basis (see Training Matrix in Appendix). Additionally, the Safety Department will convene a debriefing after each Level III incident. Level II incidents will be debriefed as requested by bus/rail operations, customer service security or safety departments. Revisions will be based on assessments of actual incidents and/or training exercises.

1.06 Types and Levels of Emergencies

A. Types of emergencies

The following emergency/disaster events are the most likely to occur in our region:

1. Criminal Activity/Terrorism
2. Earthquake
3. Fire
4. Flooding
5. Hazardous Material Spill
6. Medical Emergency
7. Severe Weather (snow & ice, wind storm, severe or extended heat or cold)
8. Telecommunications/Computer System Failure
9. Transportation Accidents
10. Utility Outages (electrical, water, natural gas, fuel, garbage)
11. Volcanic Activity

B. Emergency levels

Three levels of emergency may be distinguished, based on the severity of the situation. The purpose of this rating system is to provide a universal standard for determining the magnitude and scope of the response to the emergency.

LEVEL I - Emergency

An incident where Tri-Met property or equipment is damaged, employees or customers are injured, and/or service disrupted. Emergency services may be required, but in general, Tri-Met operating department resources are adequate to conclude the incident.

LEVEL II - Major Emergency

An emergency requiring the close coordination of several Tri-Met departments (Transportation, Maintenance, System Safety, Communications, Claims, Customer Service and senior management) and mutual aid from Police, Fire, or Medical Services. Examples might include a large fire, a severe injury accident, a significant criminal event, an emergency in the tunnel, an area-wide power outage, a moderate earthquake, a civil disturbance, a major hazardous material spill, or a severe winter storm. This kind of event has a greater impact upon portions of Tri-Met operations, and may halt some of those operations temporarily.

LEVEL III - Catastrophic Emergency

A region-wide disaster requiring a large amount of outside resources to assist Tri-Met. Tri-Met's transportation services may also face increased or unusual demand. This kind of event can have a devastating effect on Tri-Met facilities, personnel, and operations, and requires extensive state and/or federal resources. Normal operations may take weeks to resume. Examples include a major earthquake, region-wide flooding, or major civil disturbance.

Response to this type of emergency requires centralized emergency management of all Tri-Met functions, as well as de-centralized on-site management and response. When a Level III disaster is declared, an Incident Management Organization as defined in 1.03.A to direct Tri-Met Resources and to coordinate with emergency response agencies.

1.07 Types and Levels of Events

Planned special events are categorized by the expected size of the crowd drawn to the event, and by the potential number of transit customers affected by the event. The purpose of the rating system is to provide a universal standard for determining the level and scope of the response to the event.

LEVEL I - Event of 1 Day Duration

An event that has minimum impact on transit service either bus, rail or ATP and few or no response team members are required. In general, Tri-Met operating department resources are adequate to manage the event. Examples would be Holladay Park festivals, New Year's Eve, and the Bridge Pedal.

LEVEL II - Event of Multiple Day Duration or Large Crowds

An event that involves a certain part of the service district that may involve bus, rail, and ATP service, but is generally local in nature. A small scale unified Incident Command Organization is put in place. Examples would be the Washington County Fair, The Taste of Beaverton. Washington Park Blue Grass, and Rose Quarter and Waterfront Park events. Maintenance of the rail right-of- way which adversely affects transit service would usually fall within this category. Response team members and a crowd management services may be needed insure insure customer service.

LEVEL III - Event of Multiple Days and Large Crowds

An event that involves most service provided by Tri-Met and requires special provisions to manage and sustain service. A full scale unified Incident Command Organization is required and all response team members are needed are needed. Examples would be the Rose Festival involving multiple venues, a major conference, or a Presidential visit as part of another celebration.

Incident Management Plan
Table of Contents, January, 1999

CHAPTER 2 - EVENT AND EMERGENCY JOINT COMMAND

Incident Management Plan

Chapter 2- Event and Incident Unified Command

2.01 Incident Management Organization (IMO)

Tri-Met management of an event, incident or disaster is based on the principles of the Incident Command System (ICS). Using the ICS allows incident response agencies to communicate with Tri-Met Field Incident Commanders or the Tri-Met Incident Management Organization using common terminology and operating procedures. The ICS begins developing from the time an incident occurs and continues until the requirement for management of the response and coordination of services no longer exists.

The ICS can be utilized for any type or size of event or incident. The structure can be as simple as a single Tri-Met Supervisor responding to an incident, to the opening of a Level III Incident Operations Center (IOC). The IMO structure is dependent on the scale and needs of the incident. In each case, a Tri-Met Field Incident Command will coordinate closely with representatives from outside agencies such as fire departments, emergency medical services, police, and others.

Components of the Incident Command System include:

A. Incident Management Organization - *Definition: The group which serves as the Incident policy development body and incident coordination group with responsibility to see that incident programs defined within this Plan are carried out.*

B. Joint Operations Command (JOC) - *Definition: Bus and Rail representative established as the joint command for the incident and leaders of the Incident Management Organization.*

C. Incident Operations Centers (IOCs) - *Definition: Central location(s) where incident operations activities are directed and coordinated.* Incident Operations Centers (IOCs) serve as centralized management centers for incident operations. Each IOC has the authority and responsibility for implementing all incident requirements, as defined by this Plan. When an incident occurs, each IOC evaluates the facts, determines the type and level of response required, and immediately begins communications, coordination, and control functions appropriate for the specific incident, as follows:

1. Bus Dispatch - *Definition: A central location where fixed route bus operations activities are directed and coordinated.* Tri-Met Bus Dispatch is located in the Tri-Met Administration office

building at 4012 S.E. 17th Avenue in Portland. Bus dispatch is staffed 24 hours a day, seven days a week. If this location is not available bus dispatch will be established at a field command post.

2. Rail Control - *Definition: A central location where light rail operations activities are directed and coordinated.* The Light Rail Control Center is located in the Ruby Junction Rail Operations Facility at 2222 N.W. Eleven-Mile Avenue in Gresham. The control center is staffed 24 hours a day, seven days a week. If this location is not available the Operations Center will be established at the Operations Room at the Washington Park Station.

3. ATP Dispatch - *Definition: A central location where paratransit bus operations activities are directed and coordinated.* ATP Dispatch is located at 2800 NW Nela Street in Portland. The Dispatch Center is staffed daily from 4:30am to 12:30am. If this location is not available ATP Dispatch operations will be established at the Tri-Met Administration Building at 4012 SE 17th Avenue.

4. Level III Incident Operations Center

   In the event of a Level III incident, the IOC will be established at Ruby Junction Rail Operations Facility, in Gresham, where special provisions have been installed for Level III Incidents and support for the Incident Management Organization. In the event Ruby Junction is not available, the IOC will be located at the Tri-Met Administration Building location at 4012 SE 17th Avenue, Portland. The Level III IOC may be activated by the General Manager or senior personnel from Operations or System Safety.

   Immediately following the activation of a Level III IOC, the General Manager MUST be notified by the designated representative declaring the activation. In addition, the person responsible for activating the Level III IOC will identify others who are to report to the IOC, as identified in the Incident Notification Checklist. Bus Dispatch, Rail Control, and ATP Dispatch will make all necessary notifications within their respective areas. These offices will continue to respond to the event(s) and maintain operations. All overall strategic management decisions for the Incident will be made by the Level III IMO.

5. Incident Operations Center Response – Bus Dispatch, Rail Control, ATP
    - Implement incident plans and document all Incident Operations Center actions.
    - Request assistance from outside emergency response agencies for fire, medical, police, and evacuation emergencies.
    - Dispatch supervisors to the scene and/or other designated locations, when required.
    - Dispatch Transit Unit police to assist at incident scenes.
    - Communicate with and control all buses, trains, and other vehicles, as required; as appropriate, establish correct ventilation, activate/de-activate overhead power (rail only).
    - Contact maintenance supervisors for assistance, as required.
    - Coordinate requirements for supplemental bus service, as required.
    - Perform management notifications, respond to incoming telephone calls, and other duties as assigned.

D. Incident Commander - *Definition: The individual responsible for the coordination of incident response activities at the scene of an incident.*

Tri-Met Bus or Rail Transportation supervisory personnel will normally assume the role of Incident Commander (IC) in the field. These Tri-met representatives are known as Field Incident Commanders. When an incident occurs that does not require assistance from an outside incident response agency, the first Tri-Met Supervisor at the scene will be designated the Field Incident Commander and establish a Command Post. All Tri-Met employees responding to the scene must report to the IC or designee, so that all participants and their expected actions can be coordinated. The IC may assign personnel to collect specific data and assist in directing operations at the scene.

When one or more outside agencies respond to an incident, a unified command will be established for the incident. The Tri-Met Field Incident Commander will then become the liaison between Tri-Met and the incident response agency IC and work within the unified command structure.

Under some circumstances, there may be more than one incident occurring at the same time. In this case, there will be a Field Incident Commander designated by Dispatch or Control for <u>each</u> bus and rail related incident, respectively.

In the event of a large scale Level II or a Level III incident where multiple incidents may be occurring simultaneously and an IOC has been established, the JOC will assume the responsibility of Incident Command

for overall management of the incident. Field Incident Commanders will provide field reports to the Level III IOC, as well as maintain contact with Dispatch/Control, to ensure that a coordinated response/recovery effort is maintained.

E. Facility Incident Response Teams (FIRTs) - *Definition: Designated employees specifically assigned to assist with an on-site incident within each Tri-Met facility.* Facility Incident Response Teams will be assigned for each floor at each Tri-Met facility that normally is occupied by employees. Teams will be headed by a Team Leader, who will report to an Incident Response Coordinator for each facility. The size of the team will depend upon the number of employees at the site and/or the demand created by the Incident. The Incident Response Coordinator is understood to be the Incident Commander for that facility. Each FIRT will be responsible for the management of the incident response effort at their specific facility. This may require a coordinated effort with other FIRTs and/or the JOC.

1. Incident Response Coordinators are designated for each Tri-Met facility for the purpose of coordinating and managing:

    - Pre-Incident activities; Incident Response Teams within their respective facilities; and life safety information to and from the IOCs, as necessary.

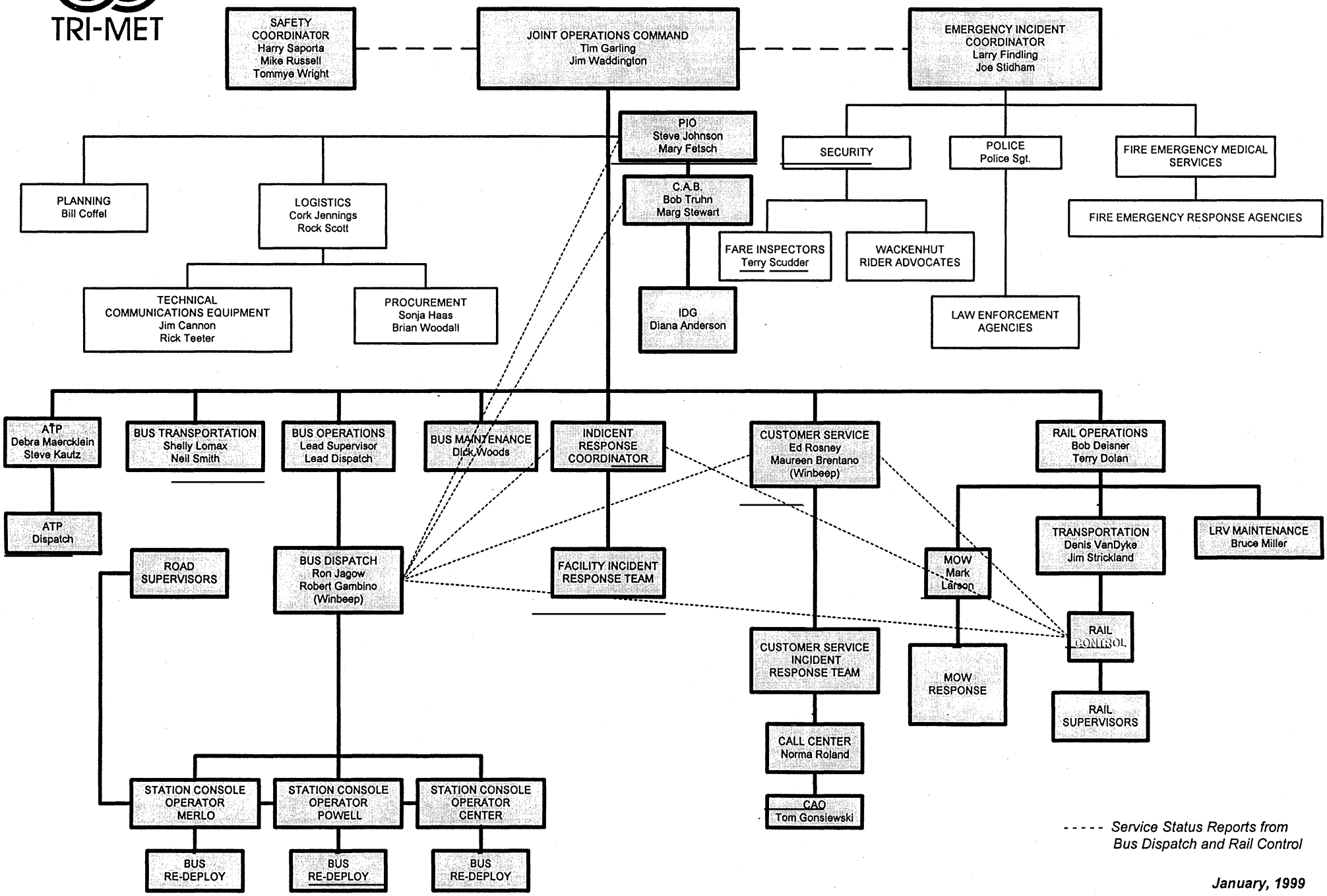
    - Incident operational tasks, such as: search and rescue, care of injured, damage assessment, and protection of Tri-Met facilities and systems.

    - Support (food, drink, shelter) for employees delivering Tri-Met services, as required.

2. Incident Response Teams: Each team will be trained in: Incident Command System operations, search and rescue; First Aid and triage; and safety.

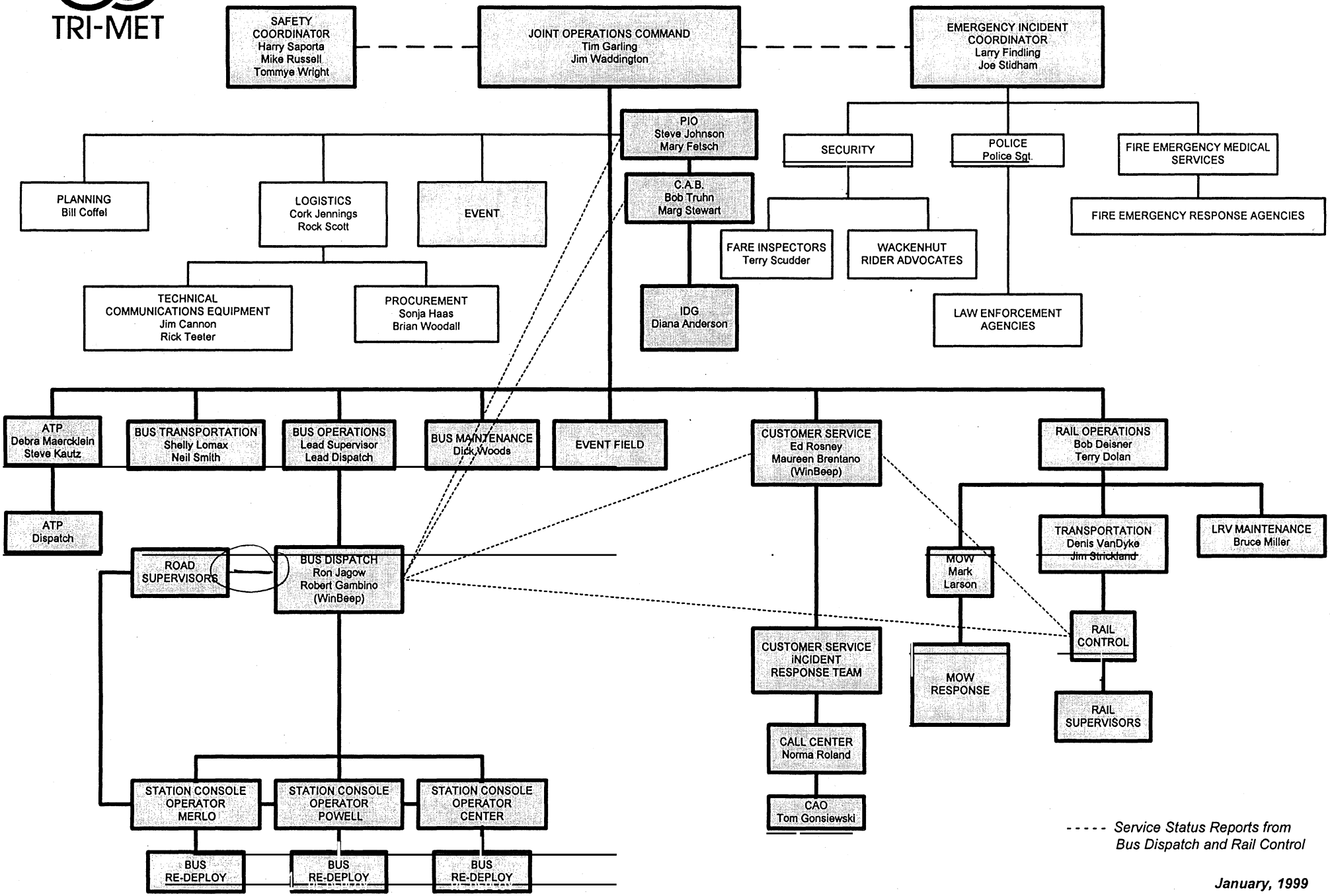
F. Incident Response Teams (IRTS) - *Definition: Designated employees specifically assigned to assist with field operations at various transit centers and stations throughout the service district.* Incident Response Team members are assigned to specific locations convenient to the areas in which they live. The Team members report to a Team Leader who reports to the Operations or Customer Service Section of the Incident

2.01.1 INCIDENT MANAGEMENT ORGANIZATION
Emergencies



January, 1999

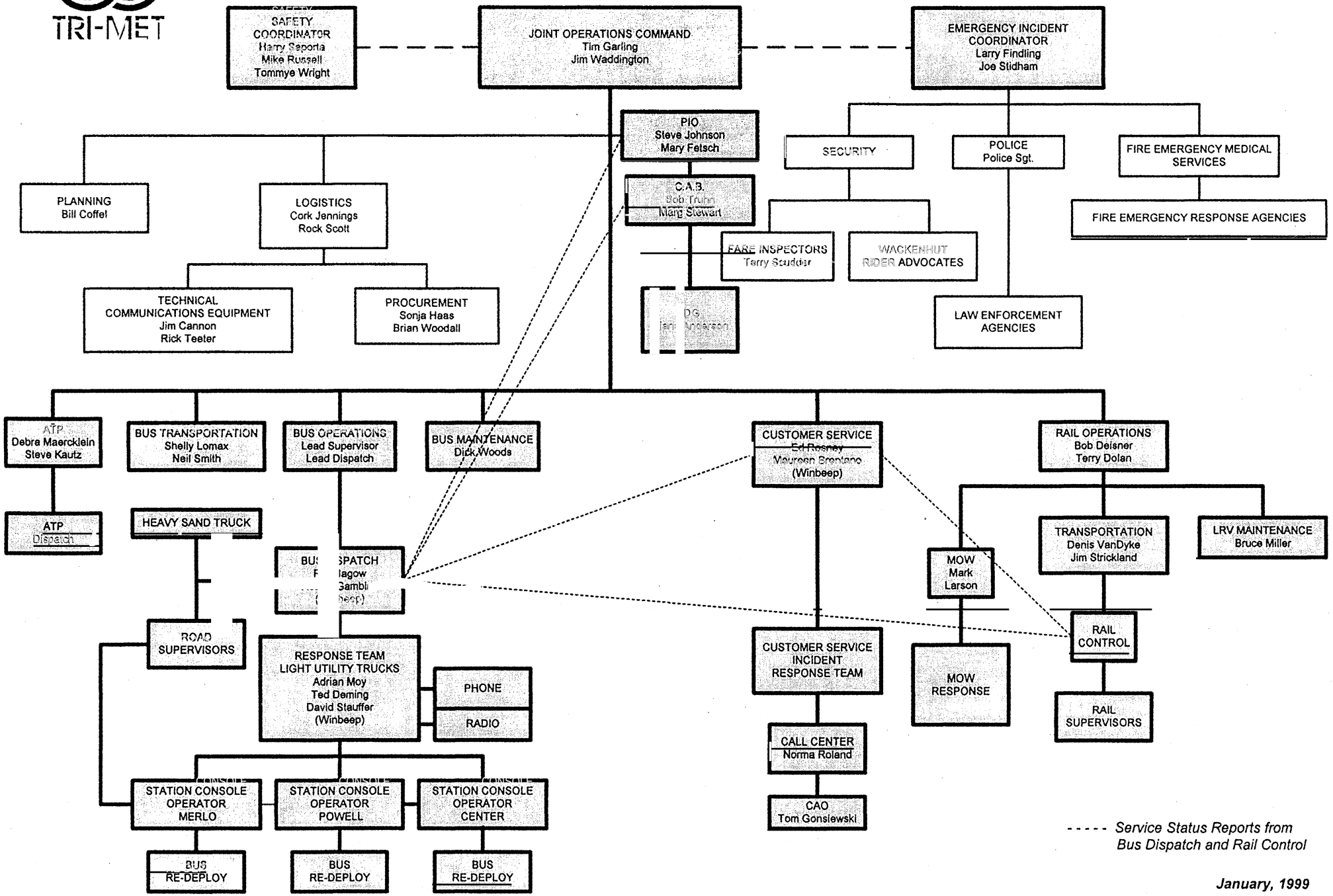
2.01.2 INCIDENT MAN... MENT ORGANIZATION
Events



January, 1999

2.01.3 INCIDENT MAN... MENT ORGANIZATION

Winter Operations



Management Organization. The Section to which they report is dependent on the severity and nature of the incident. The number and size of the teams will depend on the Level (I,II, or III) of the event or Incident.

2.02 The Level III Incident Management Organization (IMO) serves as the centralized command and control authority operating within a Level III Incident Operations Center (IOC). The Level III Incident Management Organization is composed of the following functional sections:

2.02.1 Bus/ Rail Joint Operations Command (JOC)

The JOC is responsible for managing the deployment of Tri-Met's services and resources during a Level III incident. This Section supports the Field Incident Commanders (ICs) at each incident site by allocating resources, and by interfacing with outside response organizations, regulatory agencies, the media, and the community. This Section requires representatives from both bus and rail administration to provide overall management of the incident. (See 2.02.1-2.02.9)

2.02.2 Planning Section

The Planning Section is responsible for determining necessary service changes, and allocating available resources during the incident for continuation of transit services for the community. Utilizing the ICS forms provided in the Appendix of the Plan, Planning will facilitate completion of the forms to insure a coordinated plan is developed and implemented during the emergency response and recovery phases of the incident. In addition, the Section is responsible for assisting in the development of a service recovery plan. The following are among the activities within the Planning section:

- Implementation of the ICS incident planning process and documentation, including the use of designated ICS forms adapted for Tri-Met.

- Evaluation of service restoration information and formulation of a service recovery plan relative to the incident.

- Collection and analysis of all damage and service-related information. In addition, the Section will post and keep current all information on the status display boards and maps in the Incident Operations Center.

2.02.3 Operations Section

The Operations Section is responsible for the operation, maintenance, and coordination of transportation services. The following functional areas support this section:

- Transportation Supervision - Tri-Met Road and Rail Supervisors are responsible for service delivery and for coordinating the on-site response to incidents. They assume the role of the Tri-Met Field Incident Commander and will report to the Incident Commander of a unified inter-agency command post.

- Maintenance of Way repairs and restores track, signals, and overhead power, and other rail-related facilities; and provides heavy rescue equipment needed for rail-related incidents.

- Operational Communications arranges for and coordinates any repairs, maintenance or tactical requirements on the radio, CCTV, and SCADA systems.

- Bus/Rail Equipment Maintenance provide the response for any vehicle needs, including tow vehicles or re-railing equipment. In addition, this functional area provides the necessary mechanics and/or technicians at the scene, as required.

- Human Resources provides employees with assistance regarding employee benefits, crisis counseling, disability claims, etc.; it also arranges for shelter to displaced employees resulting from the incident. This unit will work with the appropriate County or City Emergency Operations Center(s) to fulfill this need.

- Data collection and Records maintains an official history of the incident to insure the incident is completely documented. In addition, this functional area maintains and files all IOC messages, and provides necessary guidance to members of the IOC for individual documentation procedures.

2.02.4 Security Section

The Portland Police Transit Unit, assumes the role of Incident Commander when the incident is a potential or actual crime scene. They coordinate crowd control, assist with the evacuation of customers and/or employees, and coordinate traffic control and security around and within the incident site.

2.02.5 System Safety Section

System Safety is responsible for the coordination of evacuation from unsafe areas and control of access to these areas. This includes the movement of persons from hazardous or threatened areas to lower-risk areas, the identification, evaluation and clean-up of spills or release of hazardous materials, and the evaluation of the safety of incident response and recovery activities.

2.02.6 Finance Section

Finance personnel manage the financial aspects of the incident, including cost analysis and projections except for those decisions within the scope of operating departments. The Finance Section is made up of the following functions:

- Payroll maintains records of all personnel, time worked during the incident, and maintains appropriate records for reimbursement purposes from the Federal or State government.

- Risk Management manages all legal claims for compensation filed against Tri-Met. It accepts as the official agent for Tri-Met all legal claims resulting from damage and personal injury. In addition, this function provides counsel in areas of claims for bodily injury and property damage compensation presented to Tri-Met.

- Accounting allocates petty cash or other funds for emergency supplies.

- Procurement and Contracts assist in contracting and procurement of services and larger materials orders.

2.02.7 Public Information Section

Public Information Officers from Tri-Met's Communications Department will act as the authoritative source of information to

the public, news media, and other Tri-Met personnel. Communications coordinates the dissemination of accurate instructions and information to Tri-Met employees, and responds to media inquires.

2.02.8 Customer Service Section

Customer Service personnel manage all aspects of customer service during an incident including assignment of Incident Response Teams to specific locations within the Tri-Met service district and development of customer information. The section is the conduit through which service updates are provided via WINBEEP, radio and cell phones to Tri-Met Customer Service offices and to the Incident Response Teams.

2.02.9 Logistics Section

The Logistics Section develops, maintains, and coordinates the sources and procurement of equipment, systems, and materials required. The Logistics Section is made up of several functional areas. Support provided by the Logistics Section includes, but is not limited to providing:

- Incident Operations Centers with tables, chairs and any other physical requirements.

- Tangible products that may be required during an incident that are not related to vehicles or personnel. Examples include are rain gear, flares, tools, hard hats, etc.

- Equipment other than buses, automobiles, trucks, and LRVs. This may include forklifts, pressure washers, backhoes, and any other equipment required.

- Ongoing source of information to the Planning Section on the current status of electrical power and telephone capabilities within the Tri-Met service area.

- Damage assessment reports of Tri-Met facilities, properties, and equipment to the JOC Section. The reports will be compiled from inspections performed by Tri-Met field units

and technical resources, including Tri-Met Engineering , Facilities Maintenance, and Maintenance of Way personnel. Contracted engineering services may be utilized to supplement Tri-Met internal technical resources. Additionally, Tri-Met technical personnel will provide technical assistance, as needed.

2.03 External Support Services

It is the intent of Tri-Met to coordinate emergency preparation and recovery activities with local and state agencies. It is assumed that during a Level III area-wide incident Tri-Met may not be able to rely on assistance from police and fire personnel. There will be a need, however, to communicate with Multnomah, Washington, and Clackamas counties incident management organizations as to the status of Tri-Met recovery activities, the need for any assistance, and the ability to provide transportation services to the community.

External support services are coordinated by representatives from Road and Rail Operations, who act as liaisons to the appropriate City or County Emergency Operations Center. Information from these representatives is reported to the JOC Section of the IOC and to the Bus, Rail and ATP dispatch/control, as appropriate

NOTE: Checklists for each position in the IOC are located in within Chapter 4 and 5 of this Plan notebook, organized by type of incident.

Assistance from outside public agencies will be requested when the nature of an incident requires special skills and/or equipment which are beyond Tri-Met's capability or not available within Tri-Met's existing resources. Incidents requiring fire-fighting equipment and/or techniques, law enforcement, and ambulance services are examples of such requirements. Agencies that may be asked to respond to Tri-Met emergencies include Fire Departments, Local/State/County Sheriff/Police, County Emergency Services, the Oregon Department of Transportation and the American Red Cross.

A. Fire Departments

Fire Departments will respond to emergencies which threaten life safety or property loss on or in any Tri-Met facility, right-of-way, or adjacent property. Tri-Met Dispatch/Control will immediately report all emergencies to the Emergency Communications Center (911).

If the Fire Department is notified of an incident involving Tri-Met facilities or right-of-way from a source other than Tri-Met's Dispatch/Control, the affected Emergency Communications Center will notify Dispatch/Control of the incident, including its location and other pertinent information.

Tri-Met Dispatch/Control and the responding Fire Department will provide each other with progress reports throughout the duration of the situation.

The Tri-Met Supervisor will be the communications link at the Command Post under a unified command structure with the Fire Department. The Tri-Met Supervisor will apprise the fire department of any conditions that may affect their operations at the incident scene.

Tri-Met is responsible for furnishing training manuals and materials, and for providing training exercises to the Fire Department to enhance their knowledge of Tri-Met systems, thereby improving their proficiency in handling Tri-Met-related emergencies.

The primary fire departments which are responsible for providing fire protection, evacuation aid and appropriate response to incidents which threaten life safety include Portland Fire Bureau, Gresham Fire Department, Hillsboro Fire Department, and Tualatin Valley Fire & Rescue.

B. Police

Municipal, county and state law enforcement agencies that have jurisdiction in the area of a Tri-Met incident scene will respond if their services are requested. Agencies include: Portland Police Bureau, Multnomah County Sheriff, Washington County Sheriff, Beaverton Police, Beaverton Police, Gresham Police, and others. These agencies will coordinate with the Tri-Met Transit Unit of the PPB, as appropriate, and will provide crowd control, vehicle traffic control, emergency medical aid, evacuation, outer perimeter control, and other duties as needed.

Tri-Met is responsible for furnishing training manuals and materials, and for providing training exercises to the police departments to enhance their knowledge of Tri-Met systems, thereby improving their proficiency in handling Tri-Met-related emergencies.

C. City and County Emergency Management Departments

City and County Emergency Management departments act as the coordinating agencies between Tri-Met and local and state incident response agencies in matters of emergency planning. They are also responsible for warning Tri-Met of imminent emergency situations or if an area-wide disaster has been declared. These emergency management departments have developed emergency plans which assign Tri-Met to regional emergency transportation planning responsibility for the community. The development and maintenance of the Tri-Met Incident Management Plan fulfills the planning phase of this responsibility.

In the event an area-wide disaster is declared, Tri-Met will establish an IOC and assign Tri-Met personnel to the appropriate City and County Emergency Operations Centers to act as the on-site resource for regional transit issues.

D. Oregon Emergency Management Division

The Oregon Emergency Management Division (OEMD), an agency in the State Executive Department, is staffed full time and acts as the liaison between counties and state agencies. If a disaster overwhelms Multnomah, Washington, or Clackamas counties' resources, OEMD will be contacted for assistance. OEMD is also responsible for developing emergency preparedness plans involving the coordinated response efforts from state agencies and managing the emergency notification process through the Oregon Emergency Response System (OERS).

E. Federal Emergency Management Agency

The Federal Emergency Management Agency (FEMA) is a federal agency that provides disaster relief assistance to states and counties. FEMA can provide help only when the Governor declares disaster area and requests assistance from FEMA.

2.04 Incident Operations

A. Introduction

1. Bus Dispatch, Rail Control, and ATP Dispatch all have the authority and responsibility for implementing the incident response requirements of this Plan. When an incident occurs, Dispatch/Control will evaluate the facts, determine the type and levels of initial response required, and immediately begin communications, coordination and control functions appropriate for the situation.

2. Checklists that describe the specific tasks of Tri-Met personnel responding to an incident are a part of this Plan. These checklists will be maintained in accordance with this Plan and subsequent revisions. Employees are required to be familiar, and comply with all applicable checklist requirements.

B. Incident Reporting Requirements

Timely, accurate, and thorough reporting of facts is essential for effective control of any incident situation. Appropriate response requirements can be determined only after evaluating the facts reported from the incident scene. Since similar categories of emergencies do not always require the same level of response, emergency response agencies must be advised, as early as possible, of the specifics of each incident. Therefore, selection of the best response strategy will depend upon the accuracy of information received regarding the incident.

C. Communications

There are two primary means to communicate an incident situation to Dispatch/Control--two-way radio sets, and telephones. [Each bus and light rail vehicle is equipped with a radio set. Two-way radios enable direct communications with Bus Dispatch, Light Rail Control, and ATP Dispatch.] Emergency telephones are available in the Washington Park/ Zoo Station platform area, and at blue light stations located at each tunnel portal and crosspassages.

Additionally, the Washington Park Station, the Sunset Transit Center Station, and bus and light rail vehicles are equipped with public address systems. In an incident, an operator or Control may use the public address system to give passengers specific emergency instructions. Incident response personnel may also use the system to give instructions to passengers.

When an incident occurs, the first person to have knowledge of it reports the facts to Dispatch/Control by the most expedient method available.

During the early stages of an incident, the initial reporting person is Dispatch/Control's only communication link with the incident scene. That person is responsible for updating information to Dispatch/Control until relieved by a Tri-Met Supervisor or other recognized authority.

Communicating and updating the facts of an incident to all Tri-Met personnel who have incident task-related responsibilities is a requirement of this Plan. When an incident occurs, the Dispatcher/ Controller will notify the appropriate incident response agency and appropriate Tri-Met personnel that an incident is in progress. Notification will be made in accordance with the Incident Notification Checklists.

If the incident will cause suspension of bus or rail service, alternate service will be arranged and the Customer Service unit of the Incident Management Organization will be notified by JOC of the disruption. Customer Service will send IRTS and other customer service representatives if needed to assist customers in accessing alternate service and informing the media of the disruption, respectively.

All Tri-Met personnel and incident response agencies share in the responsibility for communicating and coordinating their on-going efforts with each other to ensure that all incident support requirements are met in a safe, timely, and efficient manner. This will be accomplished by use of the Incident Command System.

D. Incident Response Considerations

1. General. The majority of transit operational problems do not become emergencies and are resolved without the evacuation of passengers.

   If circumstances permit, the evacuation of customers from buses and trains should be delayed until the affected vehicle reaches the safest evacuation point, commensurate with the incident situation.

   To avoid the additional safety hazards created by evacuating customers into unfamiliar surroundings, the

affected bus/train operator and Dispatch/Control should carefully analyze the vehicle's location, movement capability and passenger load when determining the evacuation location.

2. Train. For train emergencies, Tri-Met personnel will attempt to move an affected train to the next station. Customers are usually more familiar with the passenger stations than any other location, as this is where they enter and leave the system and where station platforms and vehicle accessibility devices may be used to exit the system. Also, stations provide the easiest access for emergency response personnel and rapid evacuation capability.

   If the train cannot move, or if the train cannot proceed because of hazardous conditions, a rescue train may be sent to the incident site and positioned at one end of the affected train. This procedure allows customers to leave the affected train and then be transported directly to a station. This alternative is preferable to having the passengers leave the train and walk along the trainway (because of obstructions or other possible hazards).

   Passengers should not be evacuated in the tunnel trainway unless prescribed attempts to move the affected train to a more desirable evacuation location have failed. If an affected train stops while in a tunnel bore area and evacuation is not imminent, the first priority is to get the train moving again in the safest mode possible, toward a more desirable evacuation site (a passenger station or area clear of the tunnel).

3. Characteristics of Elderly and Disabled Individuals. Elderly persons and persons with disabilities vary considerably in the extent of their mobility, communications ability, and other medical, physical, or mental conditions. Elderly or disabled patrons may be able to walk without assistance; able to walk with the use of a cane, walker or crutches; users of wheelchairs or scooters; visually impaired or blind; hearing impaired or deaf; speech impaired; mentally impaired; or some combination of the above.

If it becomes necessary to evacuate a bus, train, or facility, uninjured persons are easiest to evacuate because they require minimal assistance. The elderly and persons with disabilities, even if uninjured, may require medical care or physical assistance to evacuate the incident scene. Moreover, the evacuation of elderly passengers or those with disabilities may be difficult if incident response personnel cannot reach them or are unable to transport emergency equipment to the scene. Therefore, incident evacuation procedures for the Tri-Met system must consider the special needs of the elderly and persons with disabilities.

D. Establishing Incident Scene Limits

1. Incident scene boundaries are established to insure the safety of incident response personnel and others at or near an incident site, by:

    a. Designating an Incident Commander over the area within these boundaries as directed by this Plan and the type of incident in progress; and
    b. Requiring approval from the Incident Commander for:
        1) Movement of buses, trains, vehicles or personnel into, out of, or within the area;
        2) Changing overhead power status in that area; and
        3) Changing the tunnel ventilation status in that area.
2. Incident scene boundaries will be established for all incidents that require the presence of Tri-Met or emergency response personnel.
3. The boundaries of incident scenes will ordinarily be the involved facility or all right-of-way between stations if on the rail main line.
4. Incident scene boundaries may be increased or decreased by the Incident Commander, as appropriate.
5. As conditions change at the incident site, the Incident Commander will evaluate existing boundaries to determine their appropriateness, make necessary changes and advise Dispatch or Control, as needed.
6. Dispatch and Control are responsible for insuring that movement instructions within incident scene boundaries are coordinated through the Incident Commander.

E. Tri-Met's Role as Incident Commander

When an incident occurs which does not require outside agency assistance, the first Tri-Met employee on the scene will assume the role of Incident

Commander (IC) and establish a Command Post. Dispatch/Control must then be made aware of the location of the Command Post. Typically, the Command Post is located at or near the incident scene. Subsequently, other response personnel may assume the IC role as circumstances dictate. Any change in the Incident Commander or location of the Command Post must be communicated to Dispatch and/or Control.

All Tri-Met personnel who have been instructed to report to the incident scene will report first to the Incident Commander or designee so that their actions may be coordinated with other on-going efforts.

Use of the Incident Response Objectives forms is essential to insure a complete and coordinated plan for the emergency. The Planning Section will facilitate this activity when the incident is at a Level II or III. Otherwise the incident is managed in the field and coordinated with bus, rail, and ATP dispatch as needed.

2.5 Event Operations

Event operations will be planned by utilizing the Incident Response Objectives form provided for the ICS program and available in the Appendix of The Plan. Each member of the Incident Management Organization will complete a form for each event in order to insure a coordinated agency response for every event. The Planning Section will facilitate this activity.

Incident Management Plan
Table of Contents, January, 1999

CHAPTER 3 - COMMUNICATIONS

TRI-MET

3.01 SUMMARY OF PLAN
Incident Management Communications

Provide a general overview of the incident/event.

Overview

Tri-Met must anticipate incidents that may impact the delivery of transit service to the community. The Incident Management Plan is the agency-wide unified plan that provides direction for operations during all incidents including emergencies or planned events.

For Tri-Met to perform well during an incident, it is essential that planning and coordination among departments be exemplary. The plan must anticipate departments relying on one another to the largest extent possible. It is difficult to predict where the most serious problems will arise and can only be determined when the nature of the incident is understood. It is, therefore, difficult to predict what level of reliance for equipment and personnel Rail Operations can expect from Bus Operations and the reverse. This also applies to ATP resources.

Communications become critical and must be well planned, organized, consistent and swift. Communications takes several forms including dispatch services, telephones, radios, pagers, and other network applications. The common denominator in all of these for success is personnel understanding their responsibility and adherence to the plan.

Objectives:

1. Provide to the best possible level of service during the incident that is safe, effective, and efficient.
2. Insure that divisions and departments respond to the incident according to the plan.
3. Provide mutual support to other departments and a promise of best possible effort during the incident.
4. Provide public information that imparts the reality of the potential response to the incident.

TRI-MET

3.01.1 RESPONSE OBJECTIVES

Division or Group: IMO Joint Command

Operational Time: At the Time of the Incident

Overall Incident Objectives:

Effective response to the incident.

Objectives for Specified Operational Period

TBD

Safety Message for Specified Operational Period:

100% safe response for employees and the public.

TRI-MET

3.01.1 RESPONSE OBJECTIVES
- Continued -

Special Instructions:

1. Refer to definitions of emergencies and events in Chapter 1, 1.06-1.07.
2. See communications aspects that follow this form.
3. Develop incident response plan.

TRI-MET

3.01.2 SUMMARY OF PLAN

Communication Plan

Provide a general overview of the incident/event.

Overview

Purpose: To describe the process for communication and notification of incident operations alerts, operation plans, and emergency actions between Tri-Met's Incident Management Organization units in the areas of Rail Operations, Road Operations, Fare Inspectors, Customer Services and the Security and Public Information Officers.

- Incident Management Organization Command Structure:
- Either Rail Control or Bus Dispatch may call an "Alert" whenever the notification of an impending incident is received.
- The Manager of Rail Transportation and the Manager of Road Operations (or their designees) will immediately communicate with each other and access the information. If deemed necessary by either manager, the Tri-Met Incident Management Organization (IMO) will be activated.
- When the IMO is activated, the Manager of Rail Transportation and the Manager of Road Operations will form a "Joint Command". This team will jointly be in charge of Operations for Tri-Met and set overall goals, objectives, and priorities, consistent with the established IMO Plan.
- The IMO will consist of representatives from the following areas:
  Road and Rail Operations Joint Command (JOC)
  Public Information (PIO)
  Customer Services and Incident Response Teams

Communications:

The telephone will be the primary method of communication among the IMO members. A special IMO phone list issued in card form to members will provide names of the team members along with their home, office, cell phones, and pagers.

Objectives:

1. The Joint Commanders will make the specific decision on when various incident operating plans are to be implemented. There are specific planned operating responses to incidents that depend on the level of the emergency or event.
2. When the specific plan is activated, the Commanders will inform the remainder of the IMO who will implement their portions of the plan.
3. If conditions dictate, the Commanders may implement changes or modifications to exiting plans in order to maintain the best possible customer service.
4. Incident Operations Centers - Bus Dispatch, Rail Control, ATP
   - Implement incident plans and document all Incident Operations Center actions.
   - Request assistance from outside emergency response agencies for fire, medical, police, and evacuation emergencies.
   - Dispatch supervisors to the scene and/or other designated locations, when required.
   - Communicate with and control all buses, trains, and other vehicles, as required; as appropriate, establish correct ventilation, activate/deactivate overhead power (rail only).
   - Contact maintenance supervisors for assistance, as required.
   - Coordinate requirements for supplemental bus service, as required.
   - Perform management notifications, respond to incoming telephone calls, and other duties as assigned.

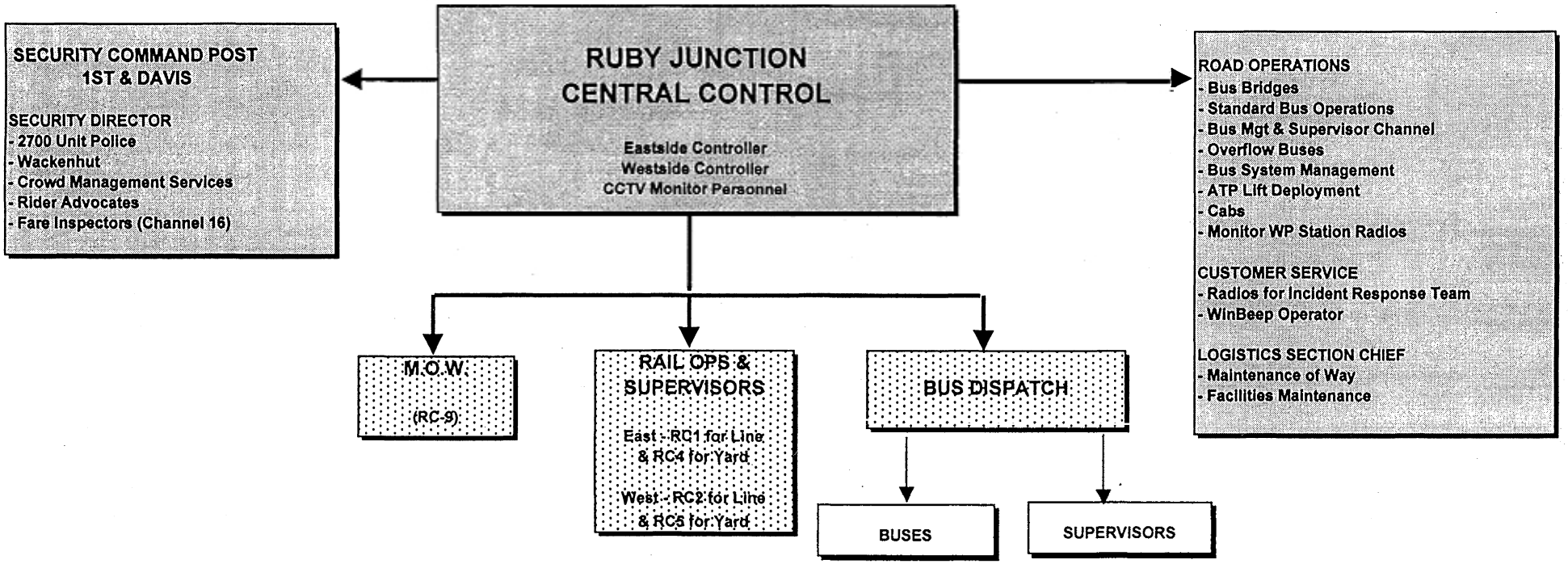
TRI-MET

3.01.2.1 Incident Command System
COMMUNICATIONS PLAN/RADIOS

System/Cache	Channel	Function	Monitoring Location	Assignment
Tri-Met	Bus Supervisor Talk Group	- Call for Bus Bridges - Standard Bus Operations i.e. breakdowns	Bus Dispatch	Bus Dispatch
Tri-Met	TAC 1 - Bus TAC 2 - Bus	- Bus Management & Supervisor Channel - Manage Bus Bridges and overflow buses	Bus Dispatch	Bus Dispatch
Tri-Met	Bus OPS 4 Channels	Bus System Management Rider Advocates	Bus Dispatch	Bus Dispatcher
Tri-Met	Channel 16	Fare Inspection/SP Station, et al	1st and Davis	CCTV Monitor
Tri-Met	Rail OPS Channel 1	Eastside Rail Operations (including LRV Maintenance and Cleaners)	Ruby Control	Eastside Controller
Tri-Met	Rail OPS Channel 2	Westside Rail Operations (including LRV Maintenance and Cleaners)	Ruby Control	Westside Controller
Tri-Met	Rail OPS Channel 9 (Eastside); 11 (Westside)	MOW	Ruby Communications Room	Logistics Section Chief
Tri-Met	Police	2700 Unit Operations	1st and Davis	Security
Wackenhut	Different System	Wackenhut Operations	Ruby Communications Room	Wackenhut Dispatcher
Regular Law Enforcement	N/A	N/A	1st and Davis	Security

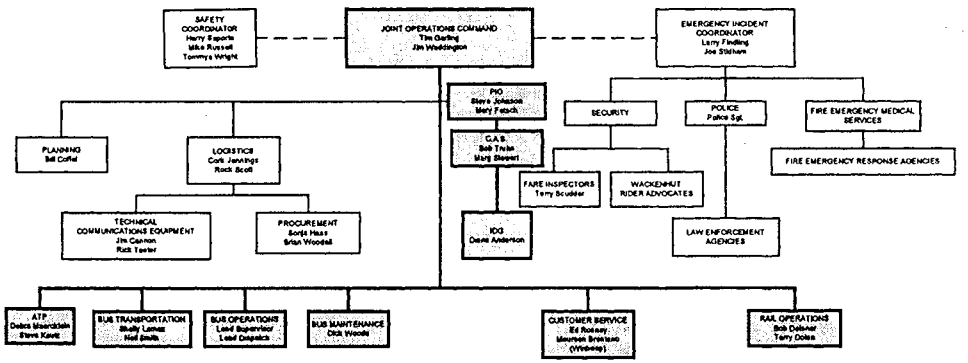
For Internal Use Only:
ICS 205

3.01.2.2 COMMUNICATIONS PLAN LAYOUT EXAMPLE



TRI-MET

3.01.2.3 Incident Management Organization Phone List



Phone/Pager/Home

Rail Operations

1. Tim Garling - 661-8125, 940-3557, 618-9042
2. Terry Dolan - 661-8109, 323-8487, 659-3818
   Denis VanDyke - 661-8157, 301-2244, N/A
   Bruce Miller - 661-8101, 323-5132, 223-9931
   Mark Grove - 661-8104, 237-1902

Bus Operations

1. Jim Waddington - 238-4951, 250-7636, 760-6990
   Ron Jagow - 238-7463, 301-5173, 622-5558
   Robert Gambino- 238-7463, 940-1220, 640-0477
2. Art Winslow - 238-7465, 299-5640, 252-9836
   Ed Varwig - 238-7465, 250-8315
   355-8638
3. Dick Woods - 762-3327, 920-6530, 669-9579
   Supervisors' Office - 762-3336
4. Shelly Lomax - 239-6454, 299-0239, 661-5199
5. Neil Smith - 238-5855, N/A, 788-1491

ATP Operations

1. Debra Maercklein-802-8206, 940-3743, 223-9931
2. Steve Kautz - 802-8219, 301-7620, 236-9826

Security

1. Larry Findling - 238-5835, 940-4029, 665-8536
2. Rosie Sizer - 238-7568, 323-1560
   Joe Stidham - 238-7570, 299-7166

Public Information

1. Mary Fetsch - 860-6562/239-6403, 301-9242, 289-5773
2. Steve Johnson - 880-7899/238-5854, 299-5547, 666-2104

Customer Service

1. Ed Rosney - 239-6413, 920-5254, 238-9890
2. Maureen Brentano - 238-5837, NA, 292-7445

Phone/Pager/Home

Logistics

1. Cork Jennings - 661-8118, 940-6402, 692-1011;
2. Mark Larson - 661-8106, 790-8203, 658-8787
3. Jim Cannon - 661-8147/629-4777, 301-7759, 645-9633
4. Rock Scott - 238-4959, 229-1924, 233-3607
5. Phone/Computer Help Desk - 238-5818
   Extended Support Pager - 299-3863

Safety

1. Harry Saporta - 238-4943, 250-9122, 579-1519
2. Mike Russell - 239-6408, 940-2300, 794-1391
   Tommye Wright - 238-4947, 920-0316, 639-0676

Finance

1. Sonja Haas - 239-3026, 237-3146, 657-4664
2. Brian Woodall - 239-3027, 237-3591, 656-4794

Planning

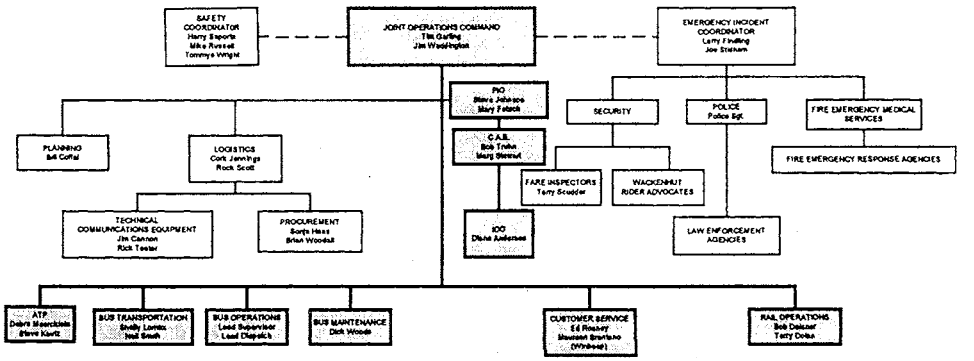
1. Bill Coffel, 238-4994, 237-9249, 292-7445

Customer Service

3. Bob Truhn - 238-5845, 920-7340
4. Marg Stewart, 238-4923, N/A, 236-8818

TRI-MET

3.01.2.3 Incident Management Organization Phone List



Phone/Pager/Home

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   Bruce Miller - 661-8101, 323-5132, 223-9931
   Mark Grove - 661-8104, 237-1902

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   Robert Gambino- 238-7463, 940-1220, 640-0477
2. Art Winslow - 238-7465, 299-5640, 252-9836
   Ed Varwig - 238-7465, 250-8315
   355-8638
3. Dick Woods - 762-3327, 920-6530, 669-9579
   Supervisors' Office - 762-3336
4. Shelly Lomax - 239-6454, 299-0239, 661-5199
5. Neil Smith - 238-5855, N/A, 788-1491

ATP Operations

1. Debra Maercklein-802-8206, 940-3743, 223-9931
2. Steve Kautz - 802-8219, 301-7620, 236-9826

Security

1. Larry Findling - 238-5835, 940-4029, 665-8536
2. Rosie Sizer - 238-7568, 323-1560
   Joe Stidham - 238-7570, 299-7166

Public Information

1. Mary Fetsch - 860-6562/239-6403, 301-9242, 289-5773
2. Steve Johnson - 880-7899/238-5854, 299-5547, 666-2104

Customer Service

1. Ed Rosney - 239-6413, 920-5254, 238-9890
2. Maureen Brentano - 238-5837, NA, 292-7445

Phone/Pager/Home

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1. Cork Jennings - 661-8118, 940-6402, 692-1011;
2. Mark Larson - 661-8106, 790-8203, 658-8787
3. Jim Cannon - 661-8147/629-4777, 301-7759, 645-9633
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5. Phone/Computer Help Desk - 238-5818
   Extended Support Pager - 299-3863

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1. Harry Saporta - 238-4943, 250-9122, 579-1519
2. Mike Russell - 239-6408, 940-2300, 794-1391
   Tommye Wright - 238-4947, 920-0316, 639-0676

Finance

1. Sonja Haas - 239-3026, 237-3146, 657-4664
2. Brian Woodall - 239-3027, 237-3591, 656-4794

Planning

1. Bill Coffel, 238-4994, 237-9249, 292-7445

Customer Service

3. Bob Truhn - 238-5845, 920-7340
4. Marg Stewart, 238-4923, N/A, 236-8818

TRI-MET

3.01.3 SUMMARY OF PLAN

Security Command Post

Provide a general overview of the incident/event.

Overview

Tri-Met has adopted the incident command system (ICS) to assist it in handling transit district operations, security, emergencies and events. The ICS structure for Tri-Met is managed by the Incident Management Organization (IMO). A Joint Bus/Rail Command Post at Ruby Junction Rail Operations Facility and/or at Center Street Administration Facility coordinate Safety, Rail and Bus Operations and Security. The Security unit staffs a Command Post to handle security operations that is subordinate to the Joint Command Post. The standard Command Post for Security is housed at the Tri-Met offices at 210 NW Front Avenue.

Objectives:

1. The Security Command Post will ensure smooth functioning of operations during incidents by coordinating Tri-Met Transit Division police personnel, their counterparts in jurisdictions and local fire and EMS responders.
2. The Command Post will gather information from security personnel in the field, orchestrate appropriate responses, and communicate security actions to the Ruby Junction command Post and/or Center Street.
3. The Command Post will also gather information from Bus/Rail/ATP operating centers and utilize observations from the CCTV system at Ruby Junction.

3.01.4 Customer Service
Incident Response Team

Last Name	First Name	Duty Type	Shift	Unit / Location	Home Phone	Work Phone	Personal Cell	T-M Cell	T-M Pager
Achong	Mike	Lt Util Truck Driver	AM 5 - 2	Truck 303	656-3106	239-3078			237-6890
Allen	Doug	BDS Console Operator	PM 2 - 11	Powell BDS	232-6167	238-4929			
Alsos	Richard	BDS Console Operator	PM 2 - 11	Merlo BDS	524-3687	591-2072			299-7508
Anderson	Diana	Operations Monitor	AM 5 - 2	Sunset TC	297-8928	238-4892		807-3115	
Baldwin	Ben	Operations Monitor	PM 2 - 11	CBD - 5N	525-9144	239-6793			
Batten	Sarah	Operations Monitor	AM 5 - 2	Beaverton TC	245-1692	238-5879			
Beadle	Chuck	Operations Monitor	AM 5 - 2	Interstate/Lombard	283-4845	239-5852			
Blankenship	Larry	Lt Util Truck Shotgun	AM 5 - 2	Shotgun	684-6112	239-2128			940-0171
Boos	Keith	Lt Util Truck Driver	AM 5 - 2	Truck 301	774-4252	238-7401			299-7507
Boroski	John	Operations Monitor	AM 5 - 2	CBD - 5S	236-4905	239-6739			
Brown	Terry	Lt Util Truck Driver	AM 5 - 2	Truck 302	794-0944	238-7512			299-7529
Brown	W. Jean	Operations Monitor	AM 5 - 2	Hollywood TC	284-7410	238-4836			
Browne	Anna	Operations Monitor	PM 2 - 11	Barbur TS	977-3554	239-2254			271-2061
Callas	Steve	BDS Console Operator	PM 2 - 11	Center BDS	288-6871	238-7502			
Chartier	Leilani	Lt Util Truck Disp Asst	AM 5 - 2	Snow Dispatch (Center)	665-9565	238-4979			
Coffel	Bill	Lt Util Truck Disp Asst	PM 2 - 11	Snow Dispatch (Center)	232-2237	238-4994			940-5621
Colombo	Philip	Lt Util Truck Shotgun	AM 5 - 2	Shotgun	287-8346	238-5839			
Considine	Kevin	Operations Monitor	AM 5 - 2	Lake Oswego TC	624-1181	238-5836		709-9418	920-4068
Cooper	K.C.	Operations Monitor	AM 5 - 2	Tigard TC	620-4848	238-4824			
Corey	Laura	Lt Util Truck Shotgun	PM 2 - 11	Shotgun	827-3391	239-6778			

3.01.4 Customer Service
Incident Response Team

Last Name	First Name	Duty Type	Shift	Unit / Location	Home Phone	Work Phone	Personal Cell	T-M Cell	T-M Pager
Deming	Ted	Lt Util Truck Disp	PM 2 - 11	Snow Dispatch (Center)	234-4726	238-7404		358-8231	323-6026
DiPrima-LeConche	Pat	Operations Monitor	AM 5 - 2	CBD - 5N	735-1570	239-6442		233-5290	
Dobson	Andrea	Lt Util Truck Shotgun	AM 5 - 2	Shotgun	641-4269	239-6497			
Downs	Ted	Lt Util Truck Driver	AM 5 - 2	Truck 304	657-7364	239-6417			250-8121
Earl	Nancy	Lt Util Truck Disp Asst	AM 5 - 2	Snow Dispatch (Center)	246-5262	238-4906			
Eby	Gloria J.	Lt Util Truck Driver	AM 5 - 2	Truck 305	653-7960	238-7400	312-5412		323-1616
Eide	Mark	Lt Util Truck Driver	AM 5 - 2	Truck 825	657-7338	238-7406			323-1236
Everly	Deneen	Operations Monitor	PM 2 - 11	Rose Quarter	281-5651	239-2270		880-7911	
Finn	Kevin	BDS Console Operator	AM 8 - 5	Center BDS	239-3178	239-6433			940-1327
Fisher	Rex	Lt Util Truck Disp Asst	PM 2 - 11	Snow Dispatch (Center)	238-5969	238-4968			
Free	John	BDS Console Asst	PM 2 - 11	Merlo BDS	655-5378	591-2070			299-0709
Frey	Karen	Operations Monitor	PM 2 - 11	Tigard TC	638-5082	238-4886			
Garbarino	Steve	Lt Util Truck Driver	AM 5 - 2	Truck 824	794-1258	238-7409			250-7578
Garvin	Dick	BDS Console Operator	AM 5 - 2	Powell BDS	667-1387	762-3334			250-9710
Gerhart	Rick	BDS Console Asst	PM 2 - 11	Merlo BDS	524-4757	239-6423			
Goodling	Jeff	Lt Util Truck Shotgun	AM 5 - 2	Shotgun	658-6371	239-8648			
Grant	Melissa	Operations Monitor	AM 5 - 2	Milwaukie TC	653-2683	238-4882	307-8351	307-8351	
Grimmer	Dennis	BDS Console Asst	AM 5 - 2	Merlo BDS	452-8982	239-3013			
Hanson	Mary	Lt Util Truck Driver	AM 5 - 2	Truck 823	236-6169	238-7405			299-7561

3.01.4 Customer Service
Incident Response Team

Last Name	First Name	Duty Type	Shift	Unit / Location	Home Phone	Work Phone	Personal Cell	T-M Cell	T-M Pager
Hayes	Julie	BDS Console Asst	AM 5 - 2	Powell BDS	760-9288	238-4805			
Hendricks	Jeffrey	BDS Console Operator	AM 8 - 5	Merlo BDS	357-4393	238-4967			
Hodge	Sue	Operations Monitor	AM 5 - 2	Oregon City TC	657-9203	238-4910			
Jarvis	Sue	Operations Monitor	AM 5 - 2	Hollywood TC	234-4629	239-6711	833-6855	833-6855	
Johnson	Greg	Lt Util Truck Driver	AM 5 - 2	Truck 822	620-7582	238-7403	936-4940		323-4928
Kennedy	Kathleen	Operations Monitor	AM 5 - 2	Gateway TC	252-9643	238-4962			
Kerosky	Bernie	Operations Monitor	AM 5 - 2	Rose Quarter	239-5362	802-8213	802-8229	802-8229	
Kirse	Ken	Lt Util Truck Shotgun	AM 5 - 2	Shotgun	641-5972	844-4324			920-9838
Kowell	Fred	Operations Monitor	PM 2 - 11	Hollywood TC	231-2537	238-4817	702-3522	702-3522	
Lang	Joyce	Operations Monitor	AM 5 - 2	Barbur TS	245-4194	239-2143			
Lewis	Vaughn	Operations Monitor	AM 5 - 2	Gresham TC	663-0426	239-6720			
Lowe	Tina	Bus Dispatch Asst	PM 2 - 11	Snow Desk (Bus Dispatch)	235-5994	238-5803			
Lucas	Debbi	Operations Monitor	AM 5 - 2	Clackamas TC	698-4081	238-4914			
Lutterman	Jon	BDS Console Operator	AM 5 - 2	Center BDS	653-8038	238-4922			
Maddalena	Michelle	Operations Monitor	PM 2 - 11	Gateway TC	232-6046	239-6475			
Mangle	Katherine	Lt Util Truck Shotgun	PM 2 - 11	Shotgun	294-6443	239-2203			490-7960
Margolin	Lawrence	Lt Util Truck Shotgun	PM 2 - 11	Shotgun	284-8897	797-2354			
McArthur	Shannon	Operations Monitor	AM 5 - 2	Gresham TC	667-4955	239-6455			
McFarlane	Neil	Operations Monitor	AM 5 - 2	Lake Oswego TC	639-8001	239-2134		709-4697	
Mendoza	Tony	Operations Monitor	PM 2 - 11	Rose Quarter	335-6901	238-6452	816-2988	816-2988	
Morgan	Allen	Lt Util Truck Driver	AM 5 - 2	Truck TBA	524-7418	238-7407			299-7539
Nagely	Leah	Operations Monitor	PM 2 - 11	Rose Quarter	288-2062	239-6786			

3.01.4 Customer Service
Incident Response Team

Last Name	First Name	Duty Type	Shift	Unit / Location	Home Phone	Work Phone	Personal Cell	T-M Cell	T-M Pager
Osburn	Danna	Operations Monitor	AM 5 - 2	Hillsboro Central	357-5849	238-4998			250-8119
Oxley	Patricia "Pat"	Operations Monitor	AM 5 - 2	Barbur TS	977-0751	238-4941		706-4902	920-5840
Park	Young	Lt Util Truck Shotgun	AM 5 - 2	Shotgun	297-0532	239-6722		860-2535	301-6440
Reis	Gayle	Rover	AM 5 - 2	Rover West	331-0749	880-0375		880-0375	250-9669
Russell	Mike	Operations Monitor	PM 2 - 11	Clackamas TC	251-1642	239-6408		880-7902	940-2300
Russo	Julie	Bus Dispatch Asst	PM 2 - 11	Snow Desk (Bus Dispatch)		238-5874			
Schafer	David	Rover	AM 5 - 2	Rover East	590-5127	238-4871			
Schweitz	Joe	BDS Console Asst	AM 8 - 5	Center BDS	684-7244	238-4881			
Segraves	Linda	Lt Util Truck Shotgun	AM 5 - 2	Shotgun	360-673-3592	238-4884	360-608-0290		
Sexton	Colleen	Operations Monitor	AM 5 - 2	Tigard TC	590-3124	239-3033			
Shearer	Jan	Operations Monitor	PM 2 - 11	Gresham TC	665-0727	239-6718		860-2546	299-5935
Smith	Diana	Bus Dispatch Asst	AM 5 - 2	Snow Desk (Bus Dispatch)	788-1491	802-8218			
Smith	Neil	BDS Console Asst	AM 5 - 2	Center BDS	788-1491	238-5855			
Smolen	Joe	Lt Util Truck Driver	AM 5 - 2	Truck 306	654-3712	239-6418			323-1768
Stauffer	David	Lt Util Truck Disp	AM 5 - 2	Snow Dispatch (Center)	284-5833	238-7475			
Storm	Susan	BDS Console Asst	AM 5 - 2	Center BDS	659-6259	238-7514			940-5392
Taylor	Brooke	Lt Util Truck Shotgun	AM 5 - 2	Shotgun	234-2552	238-4828	238-5858		
Tillson	Barry	Lt Util Truck Driver	AM 5 - 2	Truck 307	648-5715	238-7410			323-1283
Tillson	Ruth	BDS Console Operator	AM 5 - 2	Merlo BDS	648-5715	591-2074			940-0964

3.01.4 Customer Service
Incident Response Team

Last Name	First Name	Duty Type	Shift	Unit / Location	Home Phone	Work Phone	Personal Cell	T-M Cell	T-M Pager
Turner	Anna	Bus Dispatch Asst	AM 5 - 2	Snow Desk (Bus Dispatch)	771-6062	238-5851			
Walsh	Joe	Operations Monitor	PM 2 - 11	Hollywood TC	232-1032	239-6715			
Ward	Brent	Operations Monitor	PM 2 - 11	CBD - 6S	228-5419	239-2257			940-5363
Ward	Dana	Operations Monitor	PM 2 - 11	CBD - 6N	228-5419	228-3094	516-6220	516-6220	
Warren	Evelyn	BDS Console Asst	AM 5 - 2	Merlo BDS	256-5960	591-2082			940-4944
Wight	Janine	BDS Console Asst	AM 5 - 2	Powell BDS	663-6032	239-6419			
Woodall	Shawna	Operations Monitor	PM 2 - 11	Oregon City TC	656-4794	238-4849			
Woods	Gini	Bus Dispatch Asst	AM 8 - 5	Snow Desk (Bus Dispatch)	289-8308	238-5802			
Young	Mickey	BDS Console Operator	AM 8 - 5	Powell BDS	255-4115	762-3321			940-5017

3.01.5 Facility Incident Response Team

(Place Holder – Program in Development)

3.01.6 WINBEEP PLAN

Group Name : Accident **ACCIDENT** Total Number of Members : 31

Wright,Tommye
Winslow, Art
Waddington, Jim
Varwig, Ed
Stanley, Doug
Schimitgall, Tom
Roland, Norma
Ranney, Dave
Nordstrom, Wayman
McKay, Jeff
Larson, Mark
Larkin, Diana
Jagow, Ron
Harvey, Dave
Gambino, Robert
Earl, Clyde
CSI
Banks, Bob
2-Smythe, Rick
2-Porter, Maria
2-Miller, Bruce
2-Marshall, Rod
2-Jennings, Cork
2-Green, Ray
2-Dalrymple, Rick
1-Van Dyke, Denis
1-SAFETY DEPARTMENT
1-Media /M.Fetsch/S. Johnson
1-Garling, Tim
1-Dolan, Terry
1-Deisner, Bob

Group Name : **MOW** Total Number of Members : 10

Whipple, John
Sturdavant, John
Nordstrom, Wayman
Larson, Mark
Jennings, Cork
Holm, Steve
Hamilton, Jay
Fries, Clint
Dalrymple, Rick
Ceciliani, John

Group Name : **SERVICE DELAYS** Total Number of Members : 30

Winslow, Art
Waddington, Jim
Varwig, Ed
Van Dyke, Denis
Stanley, Doug
Smythe, Rick
Roland, Norma
Ranney, Dave
Porter, Maria
Miller, Bruce
Melton, Chuck
Media /M.Fetsch/S. Johnson
McKay, Jeff
Larson, Mark
Larkin, Diana

3.01.6 WINBEEP PLAN

Group Name : SERVICE DELAYS — Total Number of Members : 30

Jennings, Cork
Jagow, Ron
Harvey, Dave
Green, Ray
Gambino, Robert
Fetsch , Mary
Earl, Clyde
Curry, Jean
CSI
Caulfield, Dan
Banks, Bob
2-Miller, Bruce
1-Garling, Tim
1-Dolan, Terry
1-Deisner, Bob

Group Name : STORM TEAM — Total Number of Members : 9

Ohler, Dominique
Miller, Bruce
McKay, Jeff
Larson, Mark
Jennings, Cork
Grove, Mark
Dolan, Terry
Deisner, Bob
1-Garling, Tim

Group Name : WEATHER ALERT — Total Number of Members : 40

Winslow, Art
Whipple, John
Waddington, Jim
Varwig, Ed
Van Dyke, Denis
Truhn, Bob Tri-Met Info Specl
Sturdavant, John
Smythe, Rick
Sluter, Ernest
Roland, Norma
Ranney, Dave
Ohler, Dominique
Nordstrom, Wayman
Morris, Darren
Miller, Bruce
McKay, Jeff
Marshall, Rod
Larson, Mark
Knapper, Ron
Johnson, Mike
Johnson, Greg
Jennings, Cork
Holm, Steve
Harvey, Dave
Hanson, Tom graveyard supr
Hansen, Leon
Hamilton, Jay
Grove, Mark
Green, Ray
Fries, Clint
Earl, Clyde
Dolan, Terry
Deisner, Bob
Dalrymple, Rick
Curry, Jean

3.01.6 WINBEEP PLAN

Group Name : WEATHER ALERT — Total Number of Members : 40

CSI
Cecilliani, John
Caufield, Dan
Cannon, Jim
1-Garling, Tim

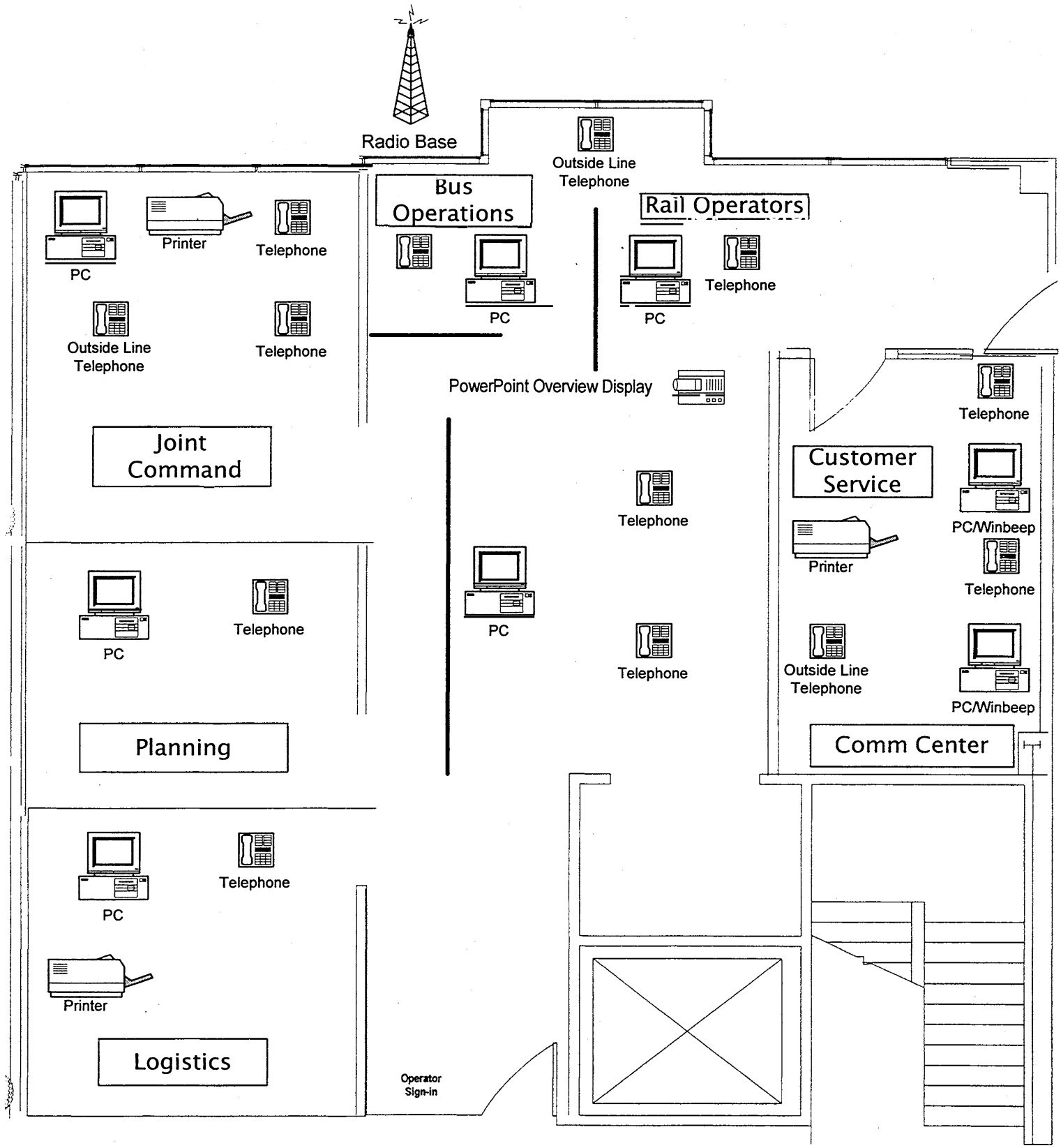
Group Name : CUSTOMER SERVICE — Total Number of Members : 37

Barbur TC	Arch	9556850
Barbur TC / Pat Oxley	Arch	9205840
Beaverton TC	Arch	9556830
Clackamas Town TC	Arch	9556831
Ed Rosney	Arch	9205254
Gateway TC	Arch	9556832
Gini Woods	Arch	9389564
Gresham TC	Arch	9556833
Hillsboro TC	Arch	6293267
Hollywood TC	Arch	9556835
Interstate & Lombard	Arch	9556849
Joe Walsh	Arch	9389563
Lake Oswego TC	Arch	9556836
Michelle Maddalena	Arch	9389561
Milwaukie TC	Arch	9556837
Oregon City TC	Arch	9556838
Rose Quarter TC	Arch	9556839
Shannon McArthur	Arch	9389562
Snow Desk	Arch	9556848
Sunset TC	Arch	9556840
Tigard TC	Arch	9556841
Tom Gonsiewski	Arch	9205360
Transit Mall - 5th Ave North	Arch	9556844
Transit Mall - 5th Ave South	Arch	9556845
Transit Mall - 6th Ave North	Arch	9556846
Transit Mall – 6th Ave South	Arch	9556847
Washington Square TC	Arch	9556842
Willow Creek TC	Arch	9556843

Group Name : SECURITY — Total Number of Members : 11

TP_Stidham, Joe Sgt.
TP_Specht, John Sgt.
TP_Costello, John Sgt.
Stanley, Doug
Sizer, Rosie
Mascal, Chris DDA
Larson, Mark
Findling,Larry
CSI
Caufield, Dan
1-Garling, Tim

3.01.7 Incident Management Plan
Joint Operations Command Center
Example of Joint Co-Location at Ruby Junction Command Post



TRI-MET

3.01.8 SUMMARY OF PLAN
Closed Circuit Television- CCTV

Provide a general overview of the incident/event.

Overview

The Ruby Junction Control Room is equipped with closed circuit television surveillance equipment (CCTV). The fiber optic cable along the entire MAX light rail alignment has the capacity to support CCTV at all stations. While the Capital Improvement Program reflects plans for installing CCTV at most stations, the system is only partially equipped. However, those stations that do have CCTV enable Controllers in the Control Room to observe activities at the stations. This ability is valuable for crowd management, customer service and security. Public address is also available at stations where readerboards have been installed in the information pylons in the stations. These too are planned for all stations eventually.

CCTV Status as of January, 1999: 82nd Avenue, 60th Avenue, Hollywood/42nd Avenue, Washington Park, and Sunset Transit Center stations have CCTV. Hatfield Government Center station will be added soon.

All of the stations equipped with CCTV also have readerboards and public address except for Sunset Transit Center.

Objectives:

1. Maintain a safe and secure operating environment.
2. Provide good customer service.
3. Protect Tri-Met property.

TRI-MET

RESPONSE OBJECTIVES

Division or Group: IMO Joint Command

Operational Time: Round the Clock

Overall Incident Objectives:

Insure that CCTV is monitored at all times.

Objectives for Specified Operational Period

1. CCTV monitor should be relieved periodically while on duty. Studies done in other CCTV operating environments have proven that fatigue resulting in poor observation skills can reduce the effectiveness and quality of CCTV monitoring.
2. Monitor stations and platforms for suspicious activity, unsafe practices, and for customers in need of assistance.

Safety Message for Specified Operational Period:

Provide a safe environment for customers and employees.

TRI-MET

3.01.9 SUMMARY OF PLAN

Bus/Rail Calendar

Provide a general overview of the incident/event.

Overview

Many of the community events that impact Tri-Met service are published in calendars maintained by various organizations: Portland Oregon Visitors Association, Rose Garden Arena, the Coliseum, the Convention Center, Washington institutions including the Oregon Zoo, World Forestry Center, Japanese Garden, Vietnam Veterans Memorial, Rose Garden, .the Children's Museum in 2000, Chambers of Commerce, Washington County Fair Complex, Tri-Met's Marketing Department sponsored events, Tri-Met's Maintenance- of- Way work program, and others.

In order to provide good customer service and service reliability, it is to Tri-Met's advantage to be well informed about these events.

The Tri-Met telecommunications network is a convenient resource for displaying a calendar of community events that can impact Tri-Met bus, rail and ATP service. It is also an important resource for keeping the Tri-Met work force informed.

There are several software programs that provide a calendar on which these events can be displayed along with other significant Tri-Met events such as service changes and holidays. Experience with the current Bus/Rail Calendar available through a special directory on E-Mail on the network has proven that the Calendar must be easily accessed by all and easy to use. The current format allows entry from several locations while the file is centrally managed at Ruby Junction and Elmonica operating facilities. The current format can be improved upon and should involve the IMO when addressed.

Objectives:

1. Maintain the Bus/Rail Calendar monthly.
2. Continue to receive contributions from various constituents named above.
3. Insure that the IMO monitors and provides input to the Calendar
4. Have IMO review the Calendar at quarterly meetings concurrent with quarterly drill activities.

3.01.9 Bus/Rail Activities Calendar Example
December - 1998

Day of the Month	Activity	Duration of Activity	Person Responsible	Phone #
1				
2				
3				
4	Brian Setzer Orchestra "The Dirty Boogie" @ Memorial Coliseum	TBD		
5	Portland Power Basketball Game @ Memorial Coliseum NCAA Playoff @ Civic (TBD)	TBD		
6	Depeche Mode @ Rose Garden PIL: High School Playoffs Winter Hawks @ Memorial Coliseum	7:30 pm 3:30pm, 5:45pm & 8:00pm 6:00 pm		
7				
8				
9				
10				
11	Northwest Energy Association MAX tour: Salmon-WPS-Salmon Portland Power Basketball Game @ Memorial Coliseum	12:25 - 1:30 pm 7:00 pm	David Zagel	239-2159
12	NCAA Playoff @ Civic (TBD) Winter Hawks @ Memorial Coliseum	TBD 7:00 pm		

3.01.10 Schedule for Incident Management Plan (IMP) Maintenance

Meetings of the Incident Management Organization (IMO) are called by the Planning Section quarterly. The Planning Section runs the meetings in keeping with the Coast Guard's ICS model. The agenda, training, and drills are planned in advance of the meetings with input from each of the IMO sections. The purpose of the meetings is to review the past quarter's results and to assess the upcoming quarter including events on the Bus/Rail Calendar and training and drill needs. Development of the training and drills will be coordinated with Tri-Met's Safety Plan requirements.

January/February –

1. IMO Meeting: Review state of the art for Incident Response Team membership for both the Customer Service (IRTS) and Facilities (FIRTS). Review IMO performance.

2. Conduct IMP Drills and Training

March/ April –

1. IMO Meeting: Assess upcoming community events and summer service requirements.

2. Conduct IMP Drills and Training

July/August –

1. IMO Meeting: Assess fall service requirements. Set plan for updating Chapter 4 Winter Storms incorporating and coordinating Bus, Rail, and Customer Service Plans.

2. Conduct IMP Drills and Training

November/December –

1. IMO Meeting: Finalize Winter Storms Plan

2. Conduct IMP Drills and Training

Incident Management Plan
Table of Contents, January, 1999

CHAPTER 4 - EMERGENCIES

Incident Management Plan
Table of Contents, January, 1999
(continued)

TRI-MET

4.01.1 - SUMMARY OF PLAN
Bomb Threat

Provide a general overview of the incident/event.

Overview

Bomb Threat

This classification defines a situation where a bomb threat has been received. This includes threats to all District property and vehicles.

Determining and Evaluating the Facts

1. No boundaries shall be established unless a suspicious object or a known explosive device is discovered.
2. When a suspicious object or a known explosive device is discovered, the emergency scene shall extend for 300 feet in all directions from the object/device, and the boundaries of a bomb threat emergency scene shall be the entire facility, if at a station, office building or shop, and all tracks between stations on either side of the emergency scene if on mainline.
3. Boundaries may be changed by police.
4. The police shall insure that only authorized emergency response personnel/agencies enter the area of the emergency scene and that all other remain at a safe distance.
5. Buses and trains shall not be permitted to operate within the boundaries of an emergency scene except to move out of it. Do not permit a bus or train to move past an alleged bomb location.
6. If a specific bus or train is the target of a bomb threat, the Operator shall be advised. Buses are to stop at a safe location and unload all passengers, moving them at least 100 yards from the bus. Follow instructions from the police. Trains will be held at the next station: passengers must be off-boarded without making a PA announcement or acknowledging radio transmissions and to follow instructions of police at the station.

Objectives:

Objective A
Employee Responsibilities

1. The first Tri-Met employee to become aware of a bomb threat directed at the District shall immediately notify the Tri-Met Police, Dispatch or Control.
2. Dispatch, Control, and the Tri-Met Police shall notify each other as soon as they have knowledge of a bomb threat.
3. Employees receiving the initial call shall try to get the following information from the person responsible for the threat.
   a. The location of the device
   b. Estimated time of detonation
   c. What it looks like
   d. Why it was placed
   e. What type of explosive it contains

Objective B
Emergency Scene

1. The police shall evaluate the threat and specify the level of District response.
2. Officers shall be dispatched to the alleged bomb location to conduct a search along with the Tri-Met employee(s) normally assigned to that location. Such assistance shall be limited to just pointing out items that have not been seen at the location before.
3. A Police Bomb Squad shall be requested if a suspicious object or a known destructive device is found. The incident site shall then be evacuated. Bus and train movement shall not be allowed through or into the emergency scene until the object is removed or rendered safe.

Objective C
Restoration of Service

Normal revenue service through an emergency scene area shall be restored as soon as possible after insuring that all emergency related operations in the area are complete, personnel are in the clear and the area has been released by the Incident Commander.

TRI-MET

4.01.1.1 - RESPONSE OBJECTIVES
Bomb Threat - Within a Facility

Division or Group: Team Members

Operational Time: TBD

Overall Incident Objectives:

1. Team Leaders - Maintain safety of building occupants
2. Emergency Coordinator - "
3. Facility Response Team - "

Objectives for Specified Operational Period

TBD

Safety Message for Specified Operational Period:

TBD

TRI-MET

4.01.1.1 - RESPONSE OBJECTIVES - continued
Bomb Threat - Within a Facility

Special Instructions:

Action Guidelines

Team Leaders:
1. Assist in the evacuation of all persons from your designated area
2. Contact each team member for reports of any "missing" persons
3. Advise the Emergency Response Coordinator of any missing persons
4. Follow instructions of the police or bomb squad

Emergency Coordinator:
1. Ensure that the police have been contacted
2. Verify that all persons in the facility are accounted for
3. Give the police any information that may have been received concerning the bomb

Facility Response Team:
1. Evacuate all persons from your designated area
2. Report any "missing" persons to your team leader
3. Follow instructions of the police or bomb squad

TRI-MET

4.01.1.2 - RESPONSE OBJECTIVES
Bomb Threat - Bus Operator

Division or Group: Operator

Operational Time: TBD

Overall Incident Objectives:

Maintain safety of passengers and self.

Objectives for Specified Operational Period

TBD

Safety Message for Specified Operational Period:

TBD

TRI-MET

4.01.1.2 - RESPONSE OBJECTIVES - continued
Bomb Threat - Bus Operator

Special Instructions:

Action Guidelines

1. Advise Dispatch of the problem.
2. Follow instructions of Dispatch.
3. If the threat is against the bus, stop the bus at a safe location and immediately discharge all passengers, advising them of the threat and request that they move at least 100 yards away from the bus.
4. Follow the instructions of the Road Supervisor and the police.

TRI-MET

4.01.1.3 - RESPONSE OBJECTIVES
Bomb Threat - Bus Dispatch

Division or Group: Bus Dispatchers

Operational Time: TBD

Overall Incident Objectives:

Maintain safety of passengers and employees.

Objectives for Specified Operational Period

TBD

Safety Message for Specified Operational Period:

TBD

TRI-MET

4.01.1.3 - RESPONSE OBJECTIVES - continued
Bomb Threat - Bus Dispatch

Special Instructions:

Action Guidelines

1. Reroute buses, as needed, to maintain a safe area around the alleged bomb site.
2. If the threat is against a specific bus, instruct the driver to immediately stop in a safe location and discharge all passengers.
3. Discontinue the use of radios, intercoms and cell phones in that area.
4. Send a Road Supervisor to assist.
5. Contact the police.
6. Maintain contact with the Road Supervisor.

TRI-MET

4.01.1.4 - RESPONSE OBJECTIVES
Bomb Threat - Road Supervisor

Division or Group: Road Supervisors

Operational Time: TBD

Overall Incident Objectives:

Maintain safety of passengers and employees

Objectives for Specified Operational Period

TBD

Safety Message for Specified Operational Period:

TBD

TRI-MET

4.01.1.4 - RESPONSE OBJECTIVES - continued
Bomb Threat - Road Supervisor

Special Instructions:

Action Guidelines

1. Proceed to scene.
2. Assist in moving passengers to a safe location.
3. Inform the police of any information that the passengers or operator may have.
4. Maintain contact with Dispatch using public telephones.
5. Remain at the scene until the police have declared the area to be safe.

TRI-MET

4.01.1.5 - RESPONSE OBJECTIVES
Bomb Threat - Train Operator

Division or Group: Operators

Operational Time: TBD

Overall Incident Objectives:

Maintain safety of passengers and self.

Objectives for Specified Operational Period

TBD

Safety Message for Specified Operational Period:

TBD

TRI-MET

4.01.1.5 - RESPONSE OBJECTIVES - continued
Bomb Threat - Train Operator

Special Instructions:

Action Guidelines

1. Advise Control of the problem.
2. Follow instructions of Control.
3. If the threat is against the train, stop the train at the next station and immediately discharge all passengers, advising them of the threat and request that they move at least 100 yards away from the bus. Do not use the intercom.
4. Follow the instructions of the Rail Supervisor and the police.

TRI-MET

4.01.1.6 - RESPONSE OBJECTIVES
Bomb Threat - Rail Control

Division or Group: Controllers

Operational Time: TBD

Overall Incident Objectives:

Maintain safety of passengers and employees.

Objectives for Specified Operational Period

TBD

Safety Message for Specified Operational Period:

TBD

TRI-MET

4.01.1.6 - RESPONSE OBJECTIVES - continued
Bomb Threat - Rail Control

Special Instructions:

Action Guidelines

1. Hold trains clear, as needed, to maintain a safe area around the alleged bomb site.
2. If the threat is against a specific train, instruct the operator to immediately stop in a safe location and discharge all passengers.
3. Discontinue the use of radios, intercoms and cell phones in that area.
4. Send a Rail Supervisor to assist.
5. Contact the police.
6. Maintain contact with the Rail Supervisor.

TRI-MET

4.01.1.7 - RESPONSE OBJECTIVES
Bomb Threat - Rail Supervisors

Division or Group: Supervisors

Operational Time: TBD

Overall Incident Objectives:

Maintain safety of passengers and employees.

Objectives for Specified Operational Period

TBD

Safety Message for Specified Operational Period:

TBD

TRI-MET

4.01.1.7 - RESPONSE OBJECTIVES - continued
Bomb Threat - Rail Supervisors

Special Instructions:

Action Guidelines

1. Proceed to scene.
2. Assist in moving passengers to a safe location.
3. Inform the police of any information that the passengers or operator may have.
4. Maintain contact with Control using public telephones.
5. Remain at the scene until the police have declared the area to be safe.

TRI-MET

4.01.1.8 - RESPONSE OBJECTIVES
Bomb Threat - Police

Division or Group: Police

Operational Time: TBD

Overall Incident Objectives:

Locate and disable bomb or verify hoax.

Objectives for Specified Operational Period

TBD

Safety Message for Specified Operational Period:

TBD

TRI-MET

4.01.1.8 - RESPONSE OBJECTIVES - continued
Bomb Threat - Police

Special Instructions:

Action Guidelines

1. Respond to the location specified by BPD Communications and assume the duties of Incident Commander.
2. Avoid radio transmissions at the scene.
3. Establish telephone communication with BPD Communications and Central Control, ascertain all details of the incident and the level of response ordered by the Watch Commander.
4. Evacuate and/or search a facility or train in accordance with the response level ordered by the Watch Commander.
5. If a suspicious object or a known explosive device is discovered, establish boundaries for an emergency scene, and evacuate all patrons and personnel.
6. Notify BPD Communications and the Control Center by telephone if an object or device is found, and request response by the explosive ordinance detachment.
7. Secure the scene and insure that only authorized emergency response personnel are allowed at the incident site.
8. Complete a police report documenting the details of the incident and the actions taken.

TRI-MET

4.01.2 - SUMMARY OF PLAN
Earthquakes

Provide a general overview of the incident/event.

Overview

This classification defines a situation where an earthquake has affected the Portland metropolitan area and has caused significant disruption to transportation services.

Determining and Evaluating the Facts

1. The Emergency Operations Center (EOC) shall be activated and an Incident Commander shall be appointed.
2. All Dispatch/Control personnel shall be alerted and briefed by Lead Dispatcher/Controller. Attempts shall be made to determine from employees/others, an estimate of injuries, deaths and extent of damage to trackway and supporting structures, and to bus routes..
3. The Incident Commander shall make every effort to get as much information as possible regarding the earthquake from all available sources. Included sources/information could be:
   - Field reports by employees or others.
   - Loss of communications in affected areas.
   - Loss of equipment control in affected areas.
   - Information received from state/local governmental agencies regarding intensity, damage, geographical limits and warnings of actual or potential dam failure.
   - Declarations of state or local "State-of-Emergency".
4. The Facility Emergency Response Team Leader at each Tri-Met facility will be responsible for reporting any injuries or damage to the Emergency Response Coordinator for that facility. The Emergency Response Coordinator will be responsible for advising the EOC (Emergency Operations Center).
5. All these facts shall be evaluated by the EOC and one of three options affecting bus and train operations and passenger movement shall be implemented. At a minimum, Option I will be selected.
6. Dispatch shall inform all drivers to stop in a safe location.
7. Control shall also inform all operators to stop trains at their current locations until told to progress. Trains in the tunnel may proceed out of the tunnel at reduced speed, inspecting tracks and structures for damage.
8. Maintenance-of-Way shall be contacted to assess damage.

Objectives:

Employees

1. Employees shall protect themselves and others during an earthquake, and when conditions permit, they shall report any unsafe conditions, damage and injuries existing at their locations to Dispatch/Control.
2. Employees shall evacuate personnel from dangerous areas and administer first aid if possible to those who need it. Dispatch/Control shall be notified if additional assistance is required.
3. Communication shall be by whatever means exist in the area. If one means of communication is inoperative, attempt to use others. Examples: radio, cell phone, pay phone.
4. If employees are at home at the time of the event, they should report to their normal work location, if possible. If the employee is unable to reach a normal work location due to damage caused by the event, the employee shall report to the nearest safe and accessible Tri-Met facility.

Buses

1. All drivers will pull over to the side of the road avoiding high-rise buildings, trees, power poles or another object that may fall on the bus. Do not stop under bridges or freeway overpasses. Stop in an open area.
2. Contact Dispatch and inform them of any damages in the area.
3. Remain in place until told by Dispatch to proceed.

Trains

1. LRV operators shall stop their trains immediately and notify Control if they detect an earthquake in their areas. If the train is in the tunnel, the Operator may proceed at reduced speed until out of the tunnel, inspecting the tracks and structure for damage.
2. When LRV operators are notified by Control of an earthquake, they shall stop their trains and stand by for further instructions.
3. If LRV operators are unable to make contact with Control, they are to proceed to the nearest station at reduced speed, inspecting the tracks and structures for damage. Trains are not to cross areas that may be damaged.

TRI-MET

4.01.2.1 - RESPONSE OBJECTIVES
Earthquakes – Within a Facility

Division or Group: Team Leader, Emergency Coordinator, Team Member

Operational Time: TBD

Overall Incident Objectives:

Safety of persons in a facility.

Objectives for Specified Operational Period:

TBD

Safety Message for Specified Operational Period:

TBD

TRI-MET

4.01.2.1 - RESPONSE OBJECTIVES - continued
Earthquakes

Special Instructions:

Action Guidelines

Team Leader

1. Take cover until all movement stops.
2. Examine the immediate area for signs of damage, items that might fall, etc.
3. Receive injury reports from Team Members.
4. Receive damage reports from Team Members.
5. Contact the emergency Response Coordinator for information concerning evacuation.
6. If the immediate area is not safe, assist in the evacuation. Do not use elevators.
7. Advise Team Leaders of the need to evacuate or take cover.
8. Send the Team Leaders on a survey of their areas to ensure that no persons are trapped.

Emergency Coordinator

1. Take cover until all movement stops.
2. Contact all team leaders and obtain injury and damage reports.
3. Contact the EOC for instructions.
4. Assist in evacuation if the facility is considered unsafe; caution all persons to be aware of additional hazards such as fallen electrical lines, gas leaks, debris that may fall.
5. Contact 9-1-1 for assistance with injured persons.
6. Provide first aid to injured persons.
7. Continue to maintain contact with the EOC for further instructions.

Team Member

1. Take cover until all movement stops. Stay away from glass, windows, or outside walls and anything that could fall and hurt you. It is not uncommon for electricity to go out or sprinkler systems and fire alarms to go on.
2. Examine the immediate area for signs of damage, items that might fall, etc. Do no use candles, matches or open flames either during or after the earthquake because of possible gas leaks.
3. Be prepared for aftershocks. They may do further damage to structures.
4. Check your area for injuries.
5. Advise all persons to stay inside until further information is received.
6. If the immediate area is not safe, assist in the evacuation. Do not use elevators. Move away from buildings, street lights and utility wires.
7. Report all injuries and damage to your Team Leader.

TRI-MET

4.01.2.2 - RESPONSE OBJECTIVES
Earthquake – Bus Operator

Division or Group: Bus Operators

Operational Time: TBD

Overall Incident Objectives:

Passenger safety.

Objectives for Specified Operational Period

TBD

Safety Message for Specified Operational Period:

TBD

TRI-MET

4.01.2.2 - RESPONSE OBJECTIVES - continued
Earthquake – Bus Operator

Special Instructions:

Action Guidelines

1. Pull over to the side of the road, avoiding anything that may fall on the bus.
2. Contact Dispatch. Inform them of your location, any damage to the bus or route and any injuries among your passengers.
3. Communicate with your passengers, informing them of safety measures that you are taking. Assist injured passengers.
4. Remain on the bus. Encourage passengers to stay on the bus.
5. Instruct passengers to move away from the windows to the extent possible.
6. Evacuate the bus if an immediate danger exists. Watch for downed power lines.
7. Do not continue your route until advised to do so by Dispatch.

TRI-MET

4.01.2.3 - RESPONSE OBJECTIVES
Earthquake – Dispatch

Division or Group: Dispatch

Operational Time: TBD

Overall Incident Objectives:

Passenger safety/restoration of service.

Objectives for Specified Operational Period

Objective A

Condition: At least five minutes have passed since all trains and buses were stopped and:

a. No reports of damage have been received.
b. No alarms, false occupancies or other unusual conditions have been reported.

1. Response: Buses shall be allowed to proceed with normal routes at reduced speeds. If the route is damaged, or impassable, drivers will stop in a safe location and contact Dispatch.
2. Response: Trains shall be released from their stopped locations, with passengers on board, to conduct a sweep of the track. If the completed inspection is satisfactory, normal train operations shall be resumed.

Objective B

Condition: **If the EOC receives alarms, false occupancies, power outages or any other information which indicates possible damage.**

1. Response: Buses shall be allowed to proceed with normal routes at reduced speeds. If the route is damaged, or impassable, drivers will stop in a safe location and contact Dispatch.
2. Response: Passengers shall be offloaded at stations and a road manual track inspection shall be conducted through the affected area(s).
   a. If damage to trackway or supporting structures was discovered, the EOC shall proceed to Option III.
   b. If the completed track inspection was satisfactory, normal revenue service shall be resumed.

Objective C

Condition: There are preliminary reports of damage to track or supporting structures.

1. Response: Buses are allowed to continue normal service at reduced speeds. Dispatch will alter or cancel routes based on information received. The driver will report any dangerous or impassable routes. At no time will the driver take a bus into a dangerous area.
2. Response: The EOC shall hold all trains in the affected area in place except those in the tunnel. These trains shall be authorized to proceed, at restricted speeds, until clear of those areas and/or at a station.
   a. MOW crews shall be dispatched to areas where damage has been reported.
      1) If no damage was observed by MOW personnel, a train shall perform a track inspection. Passengers shall not be allowed on board during this inspection.
      2) If the track inspection is satisfactory, the area shall be released for resumption of revenue service.
      3) If damage to trackway or supporting structures was discovered by MOW crews, this shall be reported to the EOC.

Objective D

Response: If a bus is unable to continue due to damage to the bus or the roadway, the driver should contact Dispatch. Passengers should be encouraged to remain on board until help arrives. If it is too dangerous to remain on the bus, the bus should be evacuated and Dispatch notified.

1. Response: Provided there is no immediate danger to passengers or employees on a stranded train, such as possible collapse of supporting structure or on-board panic, evacuation from the train should be delayed until emergency response personnel arrive to assist with the evacuation of passengers.
2. If it is too dangerous to remain on board the train because of the above stated condition or any others, the Train Operator shall begin the evacuation. The evacuation must be coordinated through Control if possible. The protection of passengers must be a primary concern in the evacuation.
3. Power shall be removed from both tracks, if possible, and passengers shall be evacuated away from the area of greatest danger.
4. Trains stranded in underground areas may require assistance from hi-rail vehicles for the movement of emergency response personnel to and from the emergency scene.

Objective E

Normal revenue service through an emergency scene area shall be restored as soon as possible after insuring that all emergency related operations in the area are complete, personnel are in the clear and the area has been released by the Incident Commander.

Safety Message for Specified Operational Period: - TBD

TRI-MET

4.01.2.3 - RESPONSE OBJECTIVES - continued
Earthquake – Dispatch

Special Instructions:

Action Guidelines

1. Verify that all buses have stopped via radio or GPS.
2. Contact all drivers and gather information concerning injuries and damage to Tri-Met property. Contact 9-1-1 as needed.
3. Restore bus operations if five minutes have passed and there have been no additional quakes.

TRI-MET

4.01.2.4 - RESPONSE OBJECTIVES
Earthquake – Train Operator

Division or Group: Train Operators

Operational Time: TBD

Overall Incident Objectives:

Passenger safety/restoration of service.

Objectives for Specified Operational Period

TBD

Safety Message for Specified Operational Period:

TBD

For Internal Use Only:
ICS 202

TRI-MET

4.01.2.4 - RESPONSE OBJECTIVES - continued
Earthquake – Train Operator

Special Instructions:

Action Guidelines

1. Stop train. Do not resume service until permission is given by Control. Do not stop in the tunnel, underpass or on a bridge unless there are no other options.
2. Advise Control of any damage to the train, tracks or of injuries to passengers.
3. Communicate with your passengers, informing them of safety measures that you are taking. Assist injured passengers.
4. Watch for hazards created by the earthquake such collapsed structures, broken water lines, downed power lines etc.
5. Remain on the train. Encourage your passengers to remain on the train.
6. Maintain contact with Control.

TRI-MET

4.01.2.5 - RESPONSE OBJECTIVES
Earthquake – Rail Control

Division or Group: Rail Control

Operational Time: TBD

Overall Incident Objectives:

Passenger safety/restoration of service.

Objectives for Specified Operational Period

Objective A

Condition: At least five minutes have passed since all trains and buses were stopped and:

a. No reports of damage have been received.
b. No alarms, false occupancies or other unusual conditions have been reported.

1. Response: Buses shall be allowed to proceed with normal routes at reduced speeds. If the route is damaged, or impassable, drivers will stop in a safe location and contact Dispatch.
2. Response: Trains shall be released from their stopped locations, with passengers on board, to conduct a sweep of the track. If the completed inspection is satisfactory, normal train operations shall be resumed.

Objective B

Condition: **If the EOC receives alarms, false occupancies, power outages or any other information which indicates possible damage.**

1. Response: Buses shall be allowed to proceed with normal routes at reduced speeds. If the route is damaged, or impassable, drivers will stop in a safe location and contact Dispatch.
2. Response: Passengers shall be offloaded at stations and a road manual track inspection shall be conducted through the affected area(s).
   a. If damage to trackway or supporting structures was discovered, the EOC shall proceed to Option III.
   b. If the completed track inspection was satisfactory, normal revenue service shall be resumed.

Objective C

Condition: There are preliminary reports of damage to track or supporting structures.

1. Response: Buses are allowed to continue normal service at reduced speeds. Dispatch will alter or cancel routes based on information received. The driver will report any dangerous or impassable routes. At no time will the driver take a bus into a dangerous area.
2. Response: The EOC shall hold all trains in the affected area in place except those in the tunnel. These trains shall be authorized to proceed, at restricted speeds, until clear of those areas and/or at a station.
   a. MOW crews shall be dispatched to areas where damage has been reported.
      1) If no damage was observed by MOW personnel, a train shall perform a track inspection. Passengers shall not be allowed on board during this inspection.
      2) If the track inspection is satisfactory, the area shall be released for resumption of revenue service.
      3) If damage to trackway or supporting structures was discovered by MOW crews, this shall be reported to the EOC.

Objective D

Response: If a bus is unable to continue due to damage to the bus or the roadway, the driver should contact Dispatch. Passengers should be encouraged to remain on board until help arrives. If it is too dangerous to remain on the bus, the bus should be evacuated and Dispatch notified.

5. Response: Provided there is no immediate danger to passengers or employees on a stranded train, such as possible collapse of supporting structure or on-board panic, evacuation from the train should be delayed until emergency response personnel arrive to assist with the evacuation of passengers.
6. If it is too dangerous to remain on board the train because of the above stated condition or any others, the Train Operator shall begin the evacuation. The evacuation must be coordinated through Control if possible. The protection of passengers must be a primary concern in the evacuation.
7. Power shall be removed from both tracks, if possible, and passengers shall be evacuated away from the area of greatest danger.
8. Trains stranded in underground areas may require assistance from hi-rail vehicles for the movement of emergency response personnel to and from the emergency scene.

Objective E

Normal revenue service through an emergency scene area shall be restored as soon as possible after insuring that all emergency related operations in the area are complete, personnel are in the clear and the area has been released by the Incident Commander.

Safety Message for Specified Operational Period: - TBD

TRI-MET

4.01.2.5 - RESPONSE OBJECTIVES - continued
Earthquake – Rail Control

Special Instructions:

Action Guidelines

1. Verify that all trains have stopped.
2. Contact all operators and gather information concerning injuries and damage to Tri-Met property. Contact 9-1-1 as needed.
3. Restore train operations if five minutes have passed and there have been no additional quakes, no false occupancies and no reports of damage.
4. If damage reports have been received, it may be necessary to suspend all or part of normal service.
5. Maintain contact with the operators.
6. Contact MOW.

TRI-MET

4.01.2.6 - RESPONSE OBJECTIVES
Earthquake – Road/Rail Supervisor

Division or Group: Road/Rail Supervisor

Operational Time: TBD

Overall Incident Objectives:

Passenger safety/restoration of service.

Objectives for Specified Operational Period

TBD

Safety Message for Specified Operational Period:

TBD

TRI-MET

4.01.2.6 - RESPONSE OBJECTIVES - continued
Earthquake – Road/Rail Supervisor

Special Instructions:

Action Guidelines

1. If not currently at work, report to the Maintenance Facility closest to your home.
2. Contact Dispatch/Control for assignment.

TRI-MET

4.01.3 - SUMMARY OF PLAN
Fires

Provide a general overview of the incident/event.

Overview

This classification defines a situation where a fire is threatening disruption of transportation services.

Determining and Evaluating the Facts

Dispatch/Control shall make every effort to determine the following facts:

1. Line/train and bus number; train number
2. Milepost location or intersection
3. Whether the fire is on the bus/train or on the route
4. Location of the fire
5. Passenger load
6. Number and location of persons who are disabled or injured

These facts shall be evaluated by Control/Dispatch for the purpose of determining immediate and subsequent strategies to be used in controlling the fire emergency.

If the fire emergency is located in the tunnel, ventilation shall be established immediately in accordance with preplanned fan operations that expose the least number of patrons to smoke.

Responding to the Emergency Scene

1. Restricting other trains/buses from the fire scene – Once the fire has been reported, only rescue vehicles shall be permitted to enter the area of the emergency scene. Trains/buses already in that area shall be turned back or rerouted as needed.
2. The pantograph shall be lowered whenever necessary for the protection of passengers and other personnel. It shall not be raised until authorized by Control.

Restoration of Service

Normal revenue train service through the fire emergency scene area should be restored as soon as possible. Control will release for revenue service any area not affected by the emergency upon request.

Objectives:

Large Facility Fire

This classification defines a situation where fire is threatening a facility and its occupants.

If a fire is seen, call the Fire Department at 9-1-1. State the nature of the emergency and the exact location of the fire. Do not hang up until the emergency service operator tells you to (unless you feel that you life is in danger).

If an alarm is activated but no fire or smoke is present, call the Fire Department at 9-1-1. Be sure to indicate that you have an alarm only. Follow their instructions.

If a fire is seen and no alarm for building occupants has been sounded, sound the alarm, proceed with building evacuation if danger is eminent. Call 9-1-1 from a safe location.

Minor Fire

Contact 9-1-1. Obtain a fire extinguisher to fight a fire only if you have been designated and trained to operate the fire extinguisher properly and can do so without endangering yourself or others. If the fire involves electricity, turn off the power before attempting to fight the fire.

TRI-MET

4.01.3.1 - RESPONSE OBJECTIVES
Fires – Fire In a Facility

Division or Group: Team Member, Team Leader, Emergency Coordinator

Operational Time: TBD

Overall Incident Objectives:

Team Member	-	Safety of persons in facility
Team Leader	-	Safety of building occupants
Emergency Coordinator	-	Safety of persons in facility

Objectives for Specified Operational Period

TBD

Safety Message for Specified Operational Period:

TBD

TRI-MET

4.01.3.1 - RESPONSE OBJECTIVES - continued
Fires – Fire In a Facility

Special Instructions:

Team Member – Action Guidelines

1. Contact (9) 9-1-1. Provide information concerning location and extent of fire.
2. Assist in the evacuation.
3. After evacuating, contact the team leader.
4. Inform the Team Leader of any persons who are not accounted for.

Team Leader – Action Guidelines

1. Verify that (9) 9-1-1 has been contacted.
2. Assist in the evacuation.
3. After evacuating, contact the team members.
4. Attempt to locate persons who have not been accounted for.
5. Contact the Response Coordinator.
6. Inform the Response Coordinator of any persons who are not accounted for.

Emergency Coordinator - Action Guidelines

1. Verify that (9) 9-1-1 has been contacted.
2. Assist in the evacuation.
3. After evacuating, contact the team members.
4. Attempt to locate persons who have not been accounted for.
5. Contact the Response Coordinator.
6. Inform the Response Coordinator of any persons who are not accounted for.

TRI-MET

4.01.3.2 - RESPONSE OBJECTIVES
Fires - Fire On a Bus

Division or Group: Operator, Dispatch, Road Supervisor

Operational Time: TBD

Overall Incident Objectives:

Operator	-	Safety of passengers; minimize damage to District property
Dispatch	-	Passenger Safety/Equipment Safety
Road Supervisor	-	Passenger Safety/Equipment Safety

Objectives for Specified Operational Period

TBD

Safety Message for Specified Operational Period:

TBD

TRI-MET

4.01.3.2 - RESPONSE OBJECTIVES - continued
Fires – Fire On a Bus

Special Instructions:

Operator – Action Guidelines
1. Stop the bus in a safe location.
2. Contact Dispatch.
3. Provide information concerning fire on the bus or route.
4. Communicate with passengers, advise them of the problem and the course of action you plan to take.
5. Proceed with evacuation as needed.

Dispatch – Action Guidelines
1. Determine the extent of the emergency and the exact location.
2. Contact 9-1-1 to report the fire on the bus or the route.
3. Verify that the bus has been evacuated.
4. Dispatch a road supervisor to the scene.
5. Contact safety.
6. Send tow, as needed.
7. Reroute other buses, as needed.

Road Supervisor - Action Guidelines
1. Proceed to scene.
2. Assess severity of situation.
3. Request medical emergency personnel if needed.
4. Monitor for flammable gases if the accident involves an LNG bus (separate section).
5. Secure the scene, set up flares, warning devices as needed.
6. Obtain brief description of the accident.
7. Collect information from all parties involved.
8. Interview witnesses.
9. Take pictures and measurements
10. Notify Dispatch if the accident is blocking a street or route.
11. Notify area and lead supervisors by radio.
12. Initiate brake test or road call as needed.
13. Remain at the scene until released by Dispatch.

TRI-MET

4.01.3.3 - RESPONSE OBJECTIVES
Fires - Fire On a Train

Division or Group: Operator, Control, Rail Supervisor

Operational Time: TBD

Overall Incident Objectives:

Operator	-	Safety of passengers
Control	-	Passenger Safety/Equipment Safety
Rail Supervisor	-	Passenger Safety/Equipment Safety

Objectives for Specified Operational Period

TBD

Safety Message for Specified Operational Period:

TBD

TRI-MET

4.01.3.3 - RESPONSE OBJECTIVES - continued
Fires – Fire On a Train

Special Instructions:

Operator – Action Guidelines

1. Lower pantograph.
2. Contact Control.
3. Provide Control with information concerning nature of incident, location of train, location of the fire, passenger load and any injuries.
4. Communicate with passengers, advise them of the problem and the course of action you plan to take.
5. Proceed with evacuation as needed.
6. Maintain contact with Control

Control – Action Guidelines

1. Notify fire department. Provide them with street address and/or crossroad access and any known injuries.
2. Maintain contact with emergency personnel. Provide updates concerning the location of the fire, passenger status, ventilation in use and access points.
3. Dispatch a Road Supervisor to the scene.
4. Contact Safety.
5. Modify train traffic patterns as needed.
6. Provide rescue train, as needed.
7. Maintain contact with Rail Supervisor.

Rail Supervisor – Action Guidelines

1. Assess severity of situation.
2. Request medical emergency personnel if needed.
3. Verify that the pantograph has been lowered.
4. Coordinate activities between Tri-Met and Emergency Response Agencies.
5. Secure the scene, set up flares, warning devices as needed.
6. Obtain brief description of the accident.
7. Collect information from all parties involved.
8. Interview witnesses.
9. Take pictures and measurements.
10. Remain at the scene until released by Control.

TRI-MET

4.01.4 - SUMMARY OF PLAN
Volcanic Eruption

Provide a general overview of the incident/event.

Overview

This classification defines a situation where there has been a significant volcanic eruption within the Cascades. The eruption may cause disruption of transit services.

Determining and Evaluating the Facts

1. Dispatch/Control shall attempt to determine the following facts:
   a. Road and rail conditions.
   b. Extent of damage to Tri-Met right-of-way, structures or equipment.
   c. The effect on bus and train operations in the area.

Objectives:

1. Dispatch/Control shall evaluate all available facts to determine the best strategies for preserving life, safety, protecting District property and for maintaining revenue service.
2. Dispatch/Control shall temporarily discontinue service to areas which are considered impassable due to blowing ash, mudflows, road/rail damage etc.

TRI-MET

4.01.4.1 - RESPONSE OBJECTIVES
Volcanic Eruption - Operator

Division or Group: Operator

Operational Time: TBD

Overall Incident Objectives:

Safety of passengers.

Objectives for Specified Operational Period

TBD

Safety Message for Specified Operational Period:

TBD

TRI-MET

4.01.4.1 - RESPONSE OBJECTIVES - continued
Volcanic Eruption - Operator

Special Instructions:

1. Contact Dispatch/Control.
2. Provide information concerning ash fallout, including the location.
3. Follow instructions from Dispatch/Control.
4. Evacuate passengers, if needed. Advise passengers of the situation and steps being taken to help.
5. Maintain contact with Dispatch/Control.
6. Continue normal transit service, if possible.

TRI-MET

4.01.4.2 - RESPONSE OBJECTIVES
Volcanic Eruption – Dispatch/Control

Division or Group: Dispatch/Control

Operational Time: TBD

Overall Incident Objectives:

Safety of passengers.

Objectives for Specified Operational Period

TBD

Safety Message for Specified Operational Period:

TBD

TRI-MET

4.01.4.2 - RESPONSE OBJECTIVES - continued
Volcanic Eruption – Dispatch/Control

Special Instructions:

Action Guidelines

1. Determine which areas are affected by the volcanic eruption.
2. Contact 9-1-1, if needed.
3. Obtain information concerning ash fallout and possible disruption of service by maintaining contact with drivers/operators, contacting the national weather service, listening to the radio, etc.
4. Advise drivers and operators of the situation. Provide updates, as needed.

TRI-MET

4.01.4.3 - RESPONSE OBJECTIVES
Volcanic Eruption – Emergency Coordinator

Division or Group: Emergency Coordinator

Operational Time: TBD

Overall Incident Objectives:

Safety of persons in facilities.

Objectives for Specified Operational Period

TBD

Safety Message for Specified Operational Period:

TBD

TRI-MET

4.01.4.3 - RESPONSE OBJECTIVES - continued
Volcanic Eruption – Emergency Coordinator

Special Instructions:

Action Guidelines

1. Advise all persons in the facility to remain inside.
2. Contract Control/Dispatch for information.

TRI-MET

4.01.5 SUMMARY OF PLAN

Winter Storms: Winter Operations Plan

Provide a general overview of the incident/event.

Overview

This classification defines a situation where there is an expectation of a winter storm. Winter storms are characterized by rapid changes in climatic conditions that may produce high winds, thunder, lightning, flooding, and freezing.

Determining and Evaluating the Facts

1. The IMO Joint Command shall attempt to determine the following facts:
   a. Road and rail conditions
   b. Extent of damage to Tri-Met right-of way, structures or equipment
   c. The affect on bus and train operations in the area.
2. The IMO Joint Command shall evaluate all available facts to determine the best strategies for preserving life, safety, protecting District property and for maintaining revenue service.
3. The IMO Joint Command shall temporarily discontinue service to areas that are considered impassable.

Tri-Met must anticipate Winter storms that may impact the delivery of transit service to the community. The Incident Management Plan is the agency wide unified plan that provides direction for operations during winter storms and all other emergencies or events.

For Tri-Met to perform well in an emergency, it is essential that planning and coordination among departments be exemplary. The plan must anticipate departments relying on one another to the largest extent possible. It is difficult to predict where the most serious problems will arise and can only be determined when the nature of the storm is understood. It is therefore difficult to predict what level of reliance for equipment and personnel rail operations can expect from bus operations and the reverse. This also applies to ATP resources.

Communications become critical and must be well planned, organized, consistent, and swift. Communications take several forms including dispatch services, telephone, radio, and network applications. The common denominator in all of these for success is personnel understanding their responsibility and adherence to the plan.

Tri-Met has a history of providing the best possible level of service during winter operations to the community while lowering expectation

regarding adherence to schedules. History has also demonstrated that many customers who ride Tri-Met service in a storm are not regular riders

Objectives:

- Provide to the best possible level in a Winter storm service that is safe, effective, efficient.
- Insure that divisions and departments respond to the emergency of a Winter storm according to Plan.
- Provide mutual support to other departments and a promise of best possible effort during the emergency.
- Provide public information that imparts the reality of operations in winter conditions.

TRI-MET

4.01.5.1 RESPONSE OBJECTIVES

Division or Group: **Joint Operations Command** **Date/Time:** January.....,1999

Operational Time: **Notification of Impending Storm**

Overall Incident Objectives:

Bus and Rail Operations Joint Command make contact and determine anticipated level of the storm: Level 1,2,3, or 4. Implement Winter Operations Plan. Call up the appropriate Incident Management Organization

Objectives for Specified Operational Period

- Deploy emergency telephone call down
- Insure all emergency assignments are covered and implemented
- Plan for next operating period

Safety Message for Specified Operational Period:

100% compliance with safety instructions and policies in winter operating conditions.

TRI-MET

RESPONSE OBJECTIVES
- Continued -

Special Instructions:

Refer to Rail Winter Operations Plan Section 4 - 7 , page 8 for storm level assessment:

Plan 1 Temperature Below Freezing - No precipitation

Plan 2 Minimal Snow: 0-4 Inches

Plan 3 Significant Snow

Plan 4 Freezing Rain

See Communications and Implementation Plan that follows.

TRI-MET

4.01.5.1 - RESPONSE OBJECTIVES
Winter Operations Communications and Implementation Plan

Division or Group: IMO Joint Command

Operational Time: TBD

Overall Incident Objectives:

To describe the process for communication and notification of Winter Operations Alerts, Operational Plans, and Emergency Actions between Tri-Met's Incident Command System (ICS) Team Members in the areas of Rail Operations, Road Operations, Fare Inspectors, Customer Services, the Security Division and Public Information Officers.

Objectives for Specified Operational Period

1. ICS Command Structure

   - Either Rail Control or Bus Dispatch may call a winter weather "Alert" whenever the forecast predicts temperatures below freezing and/or snow or icy precipitation.

   - The Manager of Rail Transportation and the Manager of Road Operations (or their designees) will immediately communicate with each other and access the forecast information. If deemed necessary by either manager, the Tri-Met Winter Operations Incident Command System (ICS) team will then be activated.

   - When the Winter Operations ICS Team is activated, the Manager of Rail Transportation and the Manager of Road Operations will form a "***Unified Command***". This team will jointly be in charge of Winter Operations for Tri-Met and set overall goals, objectives and priorities, consistent with the established Winter Operations Plan.

- The ICS Team will consist of representatives from the following areas:
  - Road and Rail Operations (Unified Commend)
  - PIO
  - Customer Services and Emergency Response Team

2. Communications

- The telephone will be the primary method of communication among the ICS Team Members. A Special "blue card" will be established for listing the team members along with their home, office, cell phones and pagers.

- The ICS team will remain in frequent contact throughout the Winter Storm event to ensure that plans and activities are being coordinated properly.

3. Implementation of Specific Operating Activities

- The Unified Commanders will make the specific decision on when various Operating Plans are to be implemented. There are specific, planned operating responses to the following winter events:

  - Temperatures Below Freezing
  - Minimal Snow Falls (0-4 inches)
  - Significant Snow Falls
  - Freezing Rain

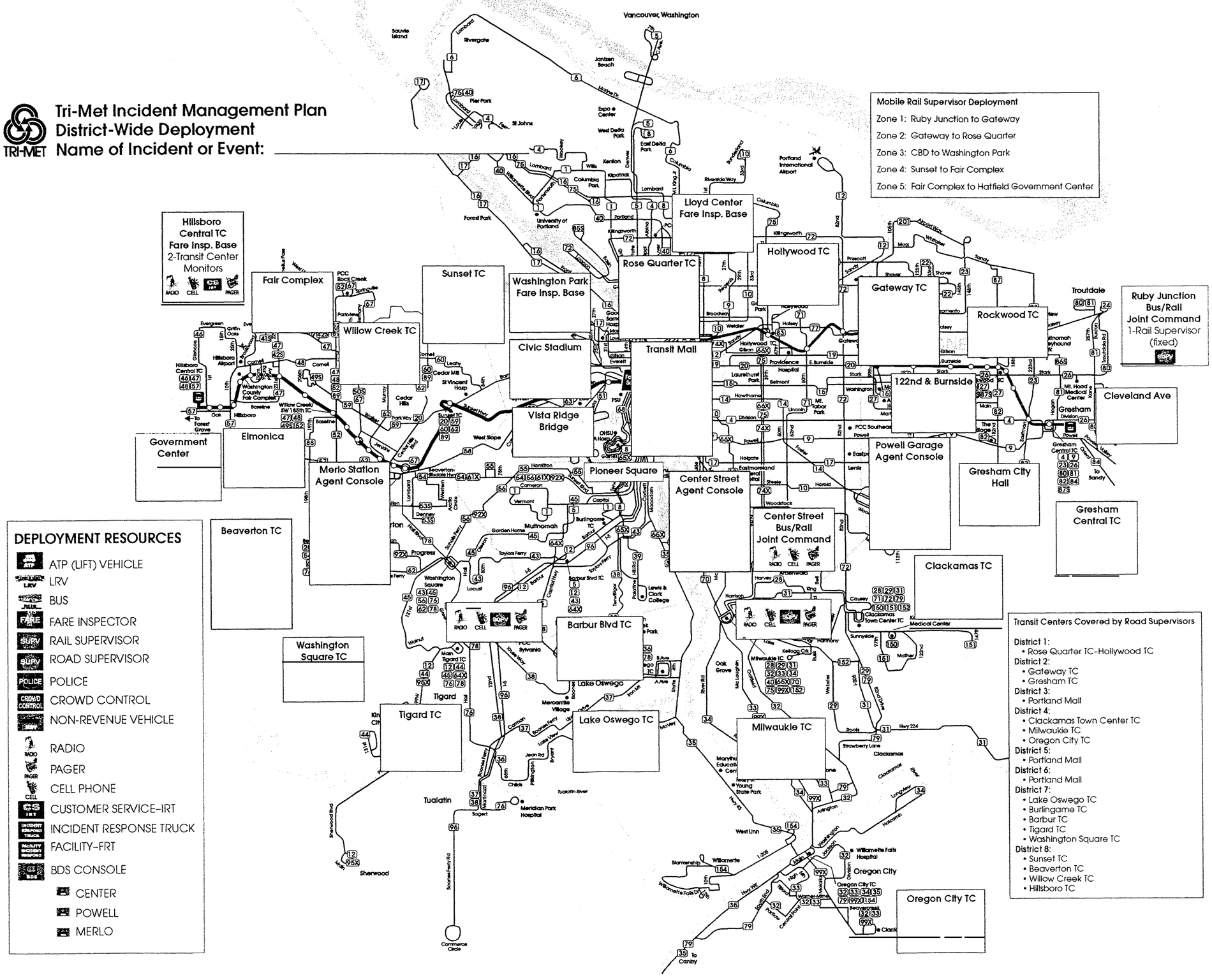
- When the specific plan is activated, the Unified Commanders will inform the remainder of the ICS Team who will implement their portions of the plan.

- If weather conditions dictate, the Unified Commanders may implement changes or modifications to existing plans in order to maintain the best possible customer service.

Safety Message for Specified Operational Period:

Provide a 100% safe operating environment and exemplary customer service.

Tri-Met Incident Management Plan
District-Wide Deployment
Name of Incident or Event: _____



TRI-MET

4.01.5.2.1 RESPONSE OBJECTIVES

Division or Group: **ATP** **Date/Time: January.....,1999**

Operational Time: **Notification of Impending Storm**

Overall Incident Objectives:

Assess impact of the storm on delivery of ATP service. Evaluate ability to support other operations with ATP vehicles.

Objectives for Specified Operational Period

- Provide life sustaining services
- Provide essential transportation to work trips.

Safety Message for Specified Operational Period:

- Insure safe operations under all conditions.

TRI-MET

RESPONSE OBJECTIVES

- Continued -

Special Instructions:

Check List:

TRI-MET

4.01.5.2.2 RESPONSE OBJECTIVES

Division or Group: **Bus Transportation** **Date/Time: January .....,1999**

Operational Time: **Notification of Impending Storm**

Overall Incident Objectives:

1. Maintain as much regularly scheduled service as possible.
2. Use weather forecasting to anticipate the arrival of a winter storm, and begin preparations for winter operation as soon as possible.
3. Mobilize Bus Transportation, Maintenance, and support personnel recruited from administrative, management, and support staff to support delivery of service, respond to operational problems as they arise, and provide additional support and information to assist customers.

Objectives for Specified Operational Period

1. Begin mobilization as soon as threatening weather is reported as imminent.
2. Make the decision to chain the bus fleet with enough lead time to prevent disruption of service, if at all possible.
3. Deploy a Snow and Ice Incident Response Team of 80 to 100 people to provide extra supervision and operational support.
4. Set up a communication network, utilizing the BDS System, networked computers, phones, pagers, and additional 452 MHz radios.
5. Use BDS information to better manage service during a snow and ice event.
6. Deploy additional light utility trucks (pick-ups) to relieve the Road Supervisors, as much as possible, of the duty of attending to stuck buses.

Safety Message for Specified Operational Period:

The following text is contained in a pouch insert that is distributed to Bus Operators, titled *Snow and Ice Reminders*. All Bus Transportaion and Snow and Ice Incident Response Team members should be aware of these basic instructions.

Snow and Ice Reminders

1. **Speed: 25 mph** or less with traction devices — chains or cable chains.

2. **Acceleration and Braking:** Spread your acceleration and braking over longer distances. Avoid spinning your wheels — use a light touch on the accelerator. Brake early and gently. If you feel wheels lock, let up on the brakes, then re-apply (stab braking).

3. **Curbs:** Stay away from the curb if there is a build-up of ice, snow or slush. Let passengers walk out to the bus. If it's clear and you go to the curb, keep the rear tires at least 12" away from the curb. ***Curbs break chains.***

4. **Hills:** Avoid stopping on hills, if possible. Wait for passengers at the top or the bottom.

5. **Transmission:** If you feel pushed by the transmission (rear wheels under power) while braking or going downhill, shift to **neutral**. Since front wheels tend to lock up first, this will help maintain steering control. **Note:** This can be done only at low speed — most newer buses will not shift to neutral at speeds above 3-5 mph.

6. **Cable / Chain Inspection and Repair:** Do not continue driving if two or more cross links are broken. Stop if banging or slapping loose links are causing body damage. Take wire ties with you; these can be used to tie up loose links.

7. **Reporting for Work:** Sign your run and pick up your pouch as usual. If your train has not been assigned a bus, or the sign-out sheet is not available, stand by in the report area for further instructions. A staff person will announce when buses become available. Interact with Station Agents as little as possible.

8. **Snow Routes:** Check posted information in the report area near the Station Agent's office. If your route is listed as on a snow route, use the pink *Snow Route Map* — otherwise, use the regular route until you are notified by Dispatch, Supervisors, or Incident Response Team personnel. Once on snow route, you will be notified when to return to regular route.

9. **Schedule: Chains require reduced speed,** so normal schedules do not apply. **Safety first!** It's better to go slow and provide consistent service than to end up getting stuck or in an accident. Managing headways, or the space between buses, is more important than schedule. Headways will be longer during snow and ice.

10. **No Express Service:** Stop for all intending and de-boarding passengers along your route during snow and ice. Check your paddle for any other special notes or instructions in effect during ice and snow.

11. **Ice Melt, scraper and towels:** Remember to take them with you. **Do not** use sand, gravel, or ice melt chemicals on the front steps of lift-equipped buses. (These can cause serious damage and corrosion).

12. **Radio Communication:** Keep radio calls to an absolute minimum - use *Menu Key* and *Text Messages*. The reality is, *RTT* and *PRTT* calls will not get much attention from dispatchers who will be overwhelmed with calls. If you have an emergency, use the ***Emerg*** key. *PRTT* must never be used for an emergency.

13. **Relief Time:** Be prepared to wait when making a road relief. Buses may not be on schedule, or may be facing the wrong direction when they arrive. Operators in service who are running late or facing the wrong direction at a relief point should make a reasonable effort to verify if the relief operator is there before proceeding. If a relief is not made, call the Station Agent by VCH (*OutMSG*) or telephone for instructions.

14. **Personal items:**
    - Allow at least twice the normal time to get to work.
    - Equip your personal vehicle with traction devices (snow tires, studded tires, or chains).
    - Wear several layers of warm clothing so you can adjust as needed to changing temperature.
    - Bring change for telephone calls.
    - Bring food and water, just in case. There might be a long wait in a disabled bus.
    - Carry snow/ice grippers to wear on shoes or boots.

TRI-MET

RESPONSE OBJECTIVES
- Continued -

Special Instructions:

Detailed information on Bus Transportation's response to snow and ice events is available under separate cover in the following documents:

1. **Bus Transportation Snow & Ice Plan 1998-1999**
2. **BDS Component of Snow & Ice Plan**

These documents contain a detailed description of operational plans and deployment, phone trees and emergency notification lists, job descriptions and summaries of duties for each personnel classification, a list of known or historic trouble spots on each bus line, and snow route maps for those known problem transit lines.

Check List:

See the above documents.

TRI-MET

4.01.5.2.2 RESPONSE OBJECTIVES

Division or Group: Bus Transportation -Station Agents **Date/Time:: January .....,1999**

Operational Time: Notification of Impending Storm

Overall Incident Objectives:

Assess impact of storm and make adjustments as necessary to minimize impact.

Objectives for Specified Operational Period

Provide essential transportation

Safety Message for Specified Operational Period:

Maintain safe operation of all vehicles

TRI-MET

RESPONSE OBJECTIVES
- Continued -

Special Instructions:
Contact Shelly Lomax via pager at 299-0239

Check List:
- contact all garages to determine impact of storm on revenue service
- evaluate staffing levels and begin calling in additional Operators as necessary to maintain service
- prioritize service to minimize impact of service disruptions and cancellations
- If necessary cancel nonessential service (trippers) to maintain all day trains
- notify Road Operations and Customer Service of cancellations

TRI-MET

4.01.5.2.2 RESPONSE OBJECTIVES

Division or Group: **Road Operations** **Date/Time: January.....,1999**

Operational Time: **Notification of Impending Storm**

Overall Incident Objectives:

To monitor and respond to weather related emergencies by adjusting shift hours and staffing the best possible service to our customer.

Wrok as a team of the Incident Management Organization to plan, organize and oversee operations for the duration of the storm.

Objectives for Specified Operational Period

Provide attention in approprite area I insure tha best possible service during a winter storm eventn:

- Weather forecasts and conditions
- Personnel/equipment needs.
- Customer Service/safety.
- Coordinate with Customer Service, Rail Operations, ODOT, and other agencies.

Safety Message for Specified Operational Period:

For Internal Use Only:
ICS 202

TRI-MET

RESPONSE OBJECTIVES

- Continued -

Special Instructions:

In addition to regular assigned duties, check facilities for stranded customers and monitor service for gaps.

Check List:

Use check list on back of daily report and check for copy of Snow and Ice Plan, Bus Bridge Routes in assigned car.

TRI-MET

4.01.5.2.2 - RESPONSE OBJECTIVES
Bus Bridge Operating Plan – For Freezing Rail Conditions on MAX

Division or Group: IMO Joint Command

Operational Time: TBD

Overall Incident Objective:

Using the Incident Command System (ICS) Model and Tri-Met Incident Management Plan and Organization, provide customer service that exceeds passengers expectations, and provides safe, reliable and predictable operations when MAX service is disrupted by freezing rain.

Objectives for Specified Operational Period

Customer Communication
Develop and implement bus bridge replacement service, and service augmentation strategies that provide clearly stated customer options for each segment of the MAX alignment when service is disrupted.

Internal Communication
Ensure that all relevant departments are alerted to bus bridging options via available communication links. Special attention to coordination of Bus and Rail Transportation activities, and transmittal of that information to Customer Service Call takers, the public information unit and to the LIFT Program.

Context
The MAX line doubled in length with the extension to Hillsboro in September, 1998. The Bus Bridge Operating Plan addresses actions to be taken during inclement weather and other service disruptions. In development of this plan a distinction is made between a major service failure that renders a large portion of the MAX line inoperable, and smaller localized disruptions that may involve only a couple of rail stations.

- For the smaller localized disruptions, operation of a replacement bus bridge is appropriate. Rail and Bus Transportation have a good deal of experience in coordinating and implementing these types of short term localized situations. Maps and operating perimeters for these types of bus bridges have already been developed and used.

- During a major system failure where a large portion of the MAX line is inoperable, passengers will be directed to existing bus service that either parallels the line or acts as a feeder route to/from the train. Experience has shown that the most likely reason for an extensive loss of MAX service is freezing rain that isolates the electrical contact surfaces of the LRVs and the overhead contact wire. Specific operating plans have been developed to address large segments of the line where failure is more likely to occur.

Background

During ice storms, it is generally the area east of the Hollywood/NE 42nd Avenue station on the MAX line that experiences the worst weather, and therefore has the greatest impact on operations. In the past, attempts have been made to offer replacement buses along any length of the alignment where service has been disrupted. This effort is difficult to accomplish since bus operations are severely impacted during adverse weather, and any buses allocated to replace MAX service reduces Bus Transportation's ability to serve its own customers. Even with adequate notice of adverse weather (which allows for the entire fleet to be chained) bus operations become difficult. Allocating resources to replace rail operations during inclement weather reduces Bus Transportation's effectiveness.

Because of Portland's unique climatic conditions, severe weather such as ice storms, can cripple operations in one section of town, yet leave another area untouched, or lay a blanket of ice over all above ground surfaces, yet leave roadways relatively unaffected. However, with MAX now operating east and west of downtown, problems on one end of the line, will affect operations on the other.

During icy conditions ice cutters are fitted on trains to remove ice from the catenary. The car equipped with an ice cutter must be the leading car in a two car consist in order to scrape ice off the wire so positive electrical contact can be made by the trailing pantograph. Mainline trains that operate with ice cutters must be looped through either the Ruby Junction yard and/or the 11th Avenue turnaround, or the Elmonica yard , to turnaround so the ice cutter is always on the lead car.

Much of the plan is oriented towards actions taken during conditions of freezing rain, however they could apply to any extensive service disruption on the MAX line.

The plan divides the MAX line into four segments of light rail stations, they are:

- **Cleveland Avenue to Gateway TC/NE 99th Avenue**
- **Gateway TC/NE 99th Avenue to Downtown Portland**
- **Downtown Portland to Beaverton Transit Center**
- **Beaverton Transit Center to Hatfield Government Center in Hillsboro**

Cleveland Avenue to Gateway TC/NE 99th Avenue:

The most likely area for a rail failure during inclement weather is east of NE 42nd Avenue. During winter, this area experiences freezing rain which can quickly build up on the catenary, resulting in loss of contact with the pantograph.

Rail Action: Upon first alert of potential freezing rain, Rail operations will begin outfitting trains with ice-cutting pantographs. If freezing rain is local to the Eastside, ice-cutting trains will operate in a circular route between Ruby Junction and 11th and Morrison (ice-cutting pantograph must be in forward position at all times). A second loop of non ice-cutting trains will operate bi-directionally between Hillsboro and the #7 crossover under the Morrison Bridge. Passengers traveling through downtown will have to transfer at stations on Morrison and Yamhill to complete their trips.

Bus Action: Upon first alert of potentially adverse weather, frequency will be increase on Line 26-Stark to a minimum of every 15 minutes. Line-26 closely parallels MAX from Gateway TC/NE 99th Avenue to Rockwood TC/NE 199th Avenue Line 26's route will be modified in Gresham to serve all three Gresham rail stations. Since trains will be required to loop at Ruby Junction, eastbound passengers will deboard at Rockwood TC/E 188th Avenue station, they will transfer to Line 26 to complete their eastbound trips.

Should icing conditions worsen and force a rail shutdown from Gateway east, rail passengers will be directed to use Line 26-Stark. By placing additional resources on Line-26 at the earliest alert, it is believed that a smoother transition can be made to a higher level of service should conditions deteriorate.

Gateway to Downtown Portland

Should icy conditions worsen and force a rail shutdown from Gateway to Lloyd Center or downtown Portland, yet operations are still possible on the Westside.

Rail Action: Bi-directional operation may still be possible between Government Center and downtown Portland or Lloyd Center. Rail operations will continue to monitor westside operations, if ice-cutting trains are required on the Westside, then trains will have to loop at Elmonica to keep the pantograph facing forward.

Much of Rail Operation's efforts on the Eastside will be to retrieve stranded rail cars and pull them in to Ruby Junction. They will get them prepared for service, once the weather improves and its possible to restore service.

Bus Action: Every station from Gateway TC/NE99th Avenue to downtown Portland except 7th Avenue has direct bus service, often operating at high frequency. Passengers will be directed via signage to use available bus service at each station. If extra buses are available, service from Gateway to downtown on lines 19-Glisan and 77-Broadway/Lovejoy will be increased to accommodate the increase demand of light rail passengers. Passengers at 7th Avenue will be directed to either MLK Jr. Blvd., Multnomah Street, or 9th Avenue for bus connections.

Downtown Portland to Beaverton Transit Center

In the event that ice begins to form in areas between downtown Portland and Beaverton.

Rail Action: To ensure that operations can continue on the westside, rail will extend the ice-cutting trains from downtown to Elmonica yard where they can loop to keep the pantograph in its forward position. Assuming that operation is still possible on the Eastside, the looping ice cutting trains would be in operation from Ruby Junction to Elmonica.

If Eastside operations are not possible, then Rail Operations can perform a double reversing maneuver through the 11th Avenue turnaround, from Yamhill to Morrison. This action would keep the pantograph in its required position, but is difficult and time consuming to perform. It also assumes that the catenary is free from ice in downtown Portland.

If the catenary from Beaverton to the west is free of ice, Rail will operate non ice-cutting trains from Hatfield Government Center to the Beaverton Transit Center. Passengers would be required to transfer to trains that are equipped with ice-cutters to continue to downtown.

Bus Action: No action implemented since continuous rail service is supplied from Hillsboro to downtown Portland, although a transfer is required.

Bus Operations should prepare for worsening conditions and be ready to implement service described in the next section.

Should there be a rail shutdown from Beaverton to downtown Portland, service to downtown will be added to lines 54 and 58 operating on Beaverton Hillsdale Highway and Canyon Road.

Beaverton to Hillsboro

It is not as likely that stations west of Beaverton will experience service disruptions related to ice build-up on the catenary. Weather patterns in Washington County are more temperate than in East Multnomah County. However, once the looping pattern at Elmonica is established preparation need to begin should the weather worsen.

Rail Action: Should conditions deteriorate so that rail service is not longer possible west of Beaverton, Rail Operations will retrieve stranded rail cars and pull them into Elmonica . They will prepare them for service, so once the weather improves it will be possible to restore operations.

Prior to arriving at Beaverton Transit Center rail operators will announce to passengers what bus options are available.

Bus Action: Beaverton Transit Center can accept large volumes of passengers from MAX and transfer them to bus lines that operate to westside destinations. The frequency on Line 57-Forest Grove, would be increased and at least four buses would be added to the route. Passengers bound for destinations in downtown Hillsboro and further west would best be served by transferring to Line 57-Forest Grove at Beaverton Transit Center.

Most westbound passengers would be instructed to deboard the trains at Beaverton Transit Center. Since westbound trains from downtown loop through Elmonica, the last station served would be Merlo Road/SW158th. If passengers are bound for destinations west of 158th they would be instructed to deboard at Beaverton.

Deployed from Merlo Road/SW158th Station will be a special shuttle route that serves every station from there to the west. This route is designed to transport passengers to/from the following stations: Elmonica-SW 170th, Willow Creek/ SW185th, Quatama/ NW 205th, Orenco/ NW 231st, Fair Complex-Hillsboro Airport. The shuttle route will continue into Hillsboro and serve all three city MAX stations.

A bus bridge will have to be implemented from Sunset Transit Center station to downtown Portland to serve customers that park in the garage, or have arrived on feeder buses.

Supervision of Bus Bridge Operations

There are two primary elements to successful bus bridge operation. First, clear communication to passengers and media as to what's going on and why. Second, precise execution of prescribed plans.

It is essential that the division of labor for these two elements be clearly defined.

- It will be the responsibility of Rail Operations to communicate directly to passengers and to the public information unit what's going on. This would include placing signage at stations and coordination of manning the stations with volunteers from the Emergency Response Team.
- Bus Transportation will provide operators and buses for the bus bridge and directly supervise its operation.

Safety Message for Specified Operational Period:

Provide a 100% safe operating environment and exemplary customer service.

TRI-MET

4.01.5.2.2 - RESPONSE OBJECTIVES - continued
Bus Bridge Operating Plan – For Freezing Rain Conditions on MAX

Special Instructions:

Signage
Signage can be an effective tool in alerting passengers to a change in operations. Permanent signs at the stations have the benefit of educating customers 365 day a year on alternative transportation in the event of a service disruption. To be an effective communication tool the signage must be prominently displayed so passengers can make use of the information. It must also be kept current with the latest operating plans, so that in the event of a disruption passenger expectations and operating procedures are coordinated.

The danger in relying solely on permanent signage, is that no one pays attention to the information during times when service operates normally, so they have little in formation to go on when service is interrupted.

Portable signage is typically more noticeable to passengers because it is a prominent new element in the familiar environment of a station platform. Information can be kept current and specific to any operating plan. Winter 98/99 is the benchmark each year for installing seasonal signage for winter operations.

Resources: People and Buses
The primary resources needed during a snow and ice emergency are people and buses.
Bus Transportation will implement the following action to maximize available resources.

- Operators of AM Trippers whose last time-point before "pullin" is downtown, Portland and are scheduled to arrive prior to 9:00am, will be notified on their paddles that they may be instructed to provide addition service during snow and ice conditions.
- The Scheduling Section will provide a list to Road Operations of selected AM and PM peak hour buses that can be reassigned to provide support for special bus bridging activities. These buses should be held out of service prior to pullout. Off peak, evening, and weekend bus bridges can be operated by extra board and RDO operators.
- *Need an ATP note.*
- A special dispatcher will be assigned to monitor and bus bridging operations via the BDS system.
- Members of the Emergency Response Team will deployed with pick-up trucks and gravel to assist stuck buses, and get them rolling again.
- Garage BDS terminals will be activated so specially trained staff can monitor operations and assist in the deployment of the field response team.
- Set up plans and budget to provide accommodations/resources for operators and other essential personnel that will allow them to report for work, where normally they couldn't. This could include; cots for sleeping in the report areas, reserving local motel accommodations, expanding the hours of the Center Street lunch area, catering food in at other base stations and, providing child care resources for operators.

TRI-MET

4.01.5.2.3 RESPONSE OBJECTIVES

Division or Group: **Bus Maintenance** **Date/Time: January.....,1999**

Operational Time: **Notification of Impending Storm**

Overall Incident Objectives:
Bus Maintenance must maintain a high level of awareness throughout months of inclement weather in preparation the putting into motion the many facets of dealing with snow and ice conditions in order to maintain sufficient equipment and manpower to meet customer needs.

Objectives for Specified Operational Period

Sufficient numbers of maintenance personnel and related equipment w/components are available to meet demands related to performance of basic bus maintenance in addition to providing buses and required attention to conditions requiring a 'Chained Buses' operation.

Safety Message for Specified Operational Period:

Insure safe operations under all conditions are maintained involving garage bus chaining; Transfer Center chain crews activities during adverse conditions; Sand truck operation; Freeing stuck vehicles; Applicable RR for applicable employees in order to maintain ability to work safely during long periods of inclement weather.

TRI-MET

4.01.5.2.4 RESPONSE OBJECTIVES

Division or Group: **Customer Service** **Date/Time: January.....,1999**

Operational Time: **Notification of Impending Storm**

Overall Incident Objectives:
Assist customers by being present at major locations (e.g. Transit Centers) and providing up-to-date information on service delays and disruptions

Objectives for Specified Operational Period:

- Respond to emergency event notification in a timely fashion; activate call down procedure
- Deploy knowledgeable staff to locations where large numbers of customers need assistance
- Accurately relay information to customers
- Contact/Utilize appropriate information resources to answer customer questions
- Assist Operations staff (e.g. Road/Rail Supervisors, Operators) when appropriate

Safety Message for Specified Operational Period:

- Staff need to safely arrive at their post
- Staff need to be aware of potential hazards to customers (e.g. icy waiting areas) and to take preventive measures.

TRI-MET

RESPONSE OBJECTIVES

- Continued -

Special Instructions: n/a

Check List:

Radios and spare batteries (for Customer Service lead and field staff) 18 needed
Cell phones and spare batteries (for Customer Service lead and field staff) 18 needed
Alphanumeric pagers (for Customer Service lead and field staff) 18 needed
Computer with WINBEEP
Powerpoint setup for scribe
Vehicle: to maximize the effectiveness of the Portland Transit Mall duty, 1 vehicle
Telephone list showing relevant staff
Clothing that clearly identifies field staff
Sign-making equipment
Megaphones
Transit Guide and map
Route descriptions, schedules and other relevant materials re: bus and rail movement
Directions to Tri-Met locations (e.g., transit centers, MAX stations, etc.
Complimentary Day Tickets
Taxi vouchers?
Coffee and cups for customers
Note: Other clothing and/or equipment could be required if disruption is weather related (e.g., Harry Saporta has offered to purchase footgear.

TRI-MET

4.01.5.2.5 RESPONSE OBJECTIVES

Division or Group: **Public Information** **Date/Time:: January .....,1999**

Operational Time: **Notification of Impending Storm**

Overall Incident Objectives:

Keep the pubic informed of the status of Tri-Net services during the storm.

Objectives for Specified Operational Period

1. Stay abreast of service developments during the storms.
2. Communicate with the media as needed.
3. Keep the pubic informed.

Safety Message for Specified Operational Period:

Advise the pubic not to travel is they don't have to. Lower expectation about service in storm conditions.

TRI-MET

RESPONSE OBJECTIVES

- Continued -

Special Instructions:

Check List:

TRI-MET

4.01.5.2.6 RESPONSE OBJECTIVES

Division or Group: **Rail Operations** **Date/Time: January.....,1999**

Operational Time: **Notification of Impending Storm**

Overall Incident Objectives:

- To monitor closely, communicate widely, and respond appropriately to any forecast for a significant weather event.
- To convene Joint Operations Command to evaluate the forecast, identify and organize a response plan, and oversee operations for the duration of the storm.

Objectives for Specified Operational Period

- To provide constant management attention to the elements of successful service during a significant weather event:
  - Forecasts and actual weather conditions.
  - Customer service and safety.
  - Personnel requirements - guidance and coordination, safety, duty schedules.
  - Equipment and material requirements.
  - Coordination with Road Operations, Customer services, Communications, and other departments and agencies.
- If forecast is for snow, to maintain normal operations while addressing customer and employee safety due to slippery conditions at stations, roadways, and yards. If forecast is for freezing rain, to prepare for and implement appropriate operating plan per Winter Operations Plan.

TRI-MET

RESPONSE OBJECTIVES
- Continued -

Safety Message for Specified Operational Period:

Controllers will be reminded to emphasize:

- Protection for personnel on or near the right-of-way.
- Special care by Operators at crossings and stations and reduced speed if visibility and/or traction conditions warrant.

Special Instructions:

- When temperature lowers below freezing:
  - LRVs will not be uncoupled. Coupler heaters will be activated and coupler shields installed.
  - LRV wash equipment will be drained. LRV exterior cleaning suspended.
  - Pressure washing equipment will be drained. Platform washing suspended.
  - Track and landscape irrigation systems will be checked to ensure they will not discharge.
  - Ramps, staircases and pedestrian pathways at stations and yards will be de-iced as necessary.
  - Parking facilities will be checked for stranded motorists.

- Appropriate response plan for precipitation will be defined by Incident Management Organization - Refer to Winter Operations Plan.

Check List:

Checklists for operating plans for specific weather conditions reside in the Rail Winter Operations plan.

TRI-MET

4.01.5.2.7 RESPONSE OBJECTIVES

Division or Group: **Fare Inspection** **Date/Time: January .....,1999**

Operational Time: **Notification of Impending Storm**

Overall Incident Objectives:

Provide Customer Service.

Objectives for Specified Operational Period

1. Cover Fare Inspections bases at Lloyd Center, Washington Park station, and Hatfield Government Center.

Safety Message for Specified Operational Period:

Sustain safe environment for customers.

TRI-MET

RESPONSE OBJECTIVES

- Continued -

Special Instructions:

Checklist:

TRI-MET

4.01.5.2.8 RESPONSE OBJECTIVES

Division or Group: **Security** **Date/Time: January.....,1999**

Operational Time: **Notification of Impending Storm**

Overall Incident Objectives:

Be prepared to response to incidents during the storm.

Objectives for Specified Operational Period

TBD

Safety Message for Specified Operational Period:

Precaution regarding the welfare of all.

For Internal Use Only:
ICS 202

TRI-MET

RESPONSE OBJECTIVES

- Continued -

Special Instructions:

Check List:

TRI-MET

4.015.2.9 RESPONSE OBJECTIVES

Division or Group: **Logistics Rail** **Date/Time: January.....,1999**

Operational Time: **Notification of Impending Storm**

Overall Incident Objectives:

To monitor the storm conditions and intensity.
Meet with the Incident Management Team, discuss and develop plans for the individual incident.
Respond accordingly.

Objectives for Specified Operational Period

Communicate with the Incident Management Team and keep them updated.
Provide proper management and over site of all responses.
Provide adequate manpower, equipment and materials to safely allow the operation of all Trim-Met activities.

Safety Message for Specified Operational Period:

Discuss the safe handling of all equipment and materials with personnel.
Assure that the general public as well as Tri-Met passengers are safe and protected from the adverse conditions.

TRI-MET

RESPONSE OBJECTIVES

- Continued -

Special Instructions:

Storm response personnel will be instructed to communicate with their Supervisor for any areas that may need immediate attention.
Every effort needs to be made to work in accordance with the Rail Operations Winter Plan.
First response for snow and ice removal needs to be the leading edge of each platform, stairways and ramps (to include parking garages).

Check List:

Check lists for the Operation Plans are included in the Rail Operations Winter Plan.

TRI-MET

4.01.5.2.9 RESPONSE OBJECTIVES

Division or Group: Logistics - Facilities Maintenance **Date/Time::** January .....,1999

Operational Time: Winter Storm

Overall Incident Objectives:

Facility Maintenance will provide personnel, equipment, and facilities as required to mitigate the emergency. Our employees will assist with the distribution of emergency materials and provide support to designated Road Supervisors, Dispatch and Operation Monitors.

Our staff will focus on the Center Street, Powell, ATP Nela, and Merlo facilities, the Portland Mall, and bus side Transit Centers and Park & Rides.

Objectives for Specified Operational Period

Pre-Storm - Pre-deliver materials to designated areas for distribution.
During Storm - Snow removal, Spread ice melt, assist Operations as needed
Post Storm- Assist with post assessment

Safety Message for Specified Operational Period:

Let's Contact legal and Claims

For Internal Use Only:
ICS 202

TRI-MET

RESPONSE OBJECTIVES
- Continued -

Special Instructions:

Notification: Keep Facility Maintenance informed of pending weather forecast. When the emergency is declared the Facilities Maintenance Contact will make necessary calls and forward info to Road Operations regarding available personnel .

Check List:

Pre- emergency
1. **Determine supply needs**
2. **Order, receive, distribute, store supply materials**
3. **Determine status of personnel**

During Emergency
1. **Notify staff of emergency activation**
2. **Verify transportation and communications**
3. **Communicate with area Road Supervisors and Operations Monitors**
4. **Spread ice melt**
5. **Clear sidewalks and walkways**

Post Emergency
1. **Provide documentation of labor and materials used to mitigate emergency**
2. **Participate in debriefing**

Winter Operations
TableTop Drill

Objectives of the tabletop drill:

- To determine if the assumptions of the Incident Management Plan are correct
- To review the effectiveness of the communications portion of the plan
- To come to a common understanding regarding the communications portion of the plan

It was determined that the Bus/Rail Joint Command (Tim Garling and Jim Waddington) shall talk together before putting in place the call down procedures.

Scenario 1

Wednesday, December 30 - 3:00 p.m.

After two days of below freezing temperatures, ERF delivers a forecast for approximately 2-4 inches of snow to fall on the valley floor that night.

In a subsequent telephone conversation, Phil Volker estimates the time frame for precipitation to be 10:00 p.m. - 3:00 a.m. He expects freezing temperatures to continue for another 48 hours.

- Rail management will contact staff out in the field to determine what the current weather is like.
- Joint Command (Tim Garling and Jim Waddington) will confer with one another before they initiate the call down list. It was determined that this weather pattern would effect the Bus side the most and Rail should be okay. (Probably no need for bus bridges.)
- Customer Service will be contacted early to discuss possible options:
    - Phone desk coverage
    - Inform Snow Team
    - Steve Johnson to issue a warning to the public that states: "The buses are chained – Expect delays – Some buses may go on snow routes"
- Bus Maintenance will start chaining the buses in the shop ahead of time. They will start swapping out buses as they come in to get those buses chained. Sand trucks will probably start going out around 10 p.m. Supervisors will be warned no later than 8 p.m. that they will need to be in by 2 a.m. Bus Transportation will obtain additional dispatchers. Bus Operations will get the radios and the pagers ready for customer service teams. Bus may call ATP in hopes of obtaining 3 buses for lift.
- Rail Operations will keep supervisors out throughout the night to monitor the situation. Rail Maintenance of Way will start snow removal procedures (clearing snow off of the platforms, park and rides, etc.)
- The Winter Operations team will be activated.

Issues:

- How will the telephone call down work?
  - Jim Waddington and Tim Garling will confer and then start the call down list. (Depending on the situation, different people may be called.) In this scenario Jim would call Clyde, Art, Dick, Shelly and Jeff. Shelly would call the three station agents and together they would review what operators would be needed and they would evaluate the routes to see which ones should go on snow routes.
  - Both Tim and Jim would be talking to Dan and Clyde to inform them of what is going on. Dan and Clyde would inform the executives as they see fit.
- Bus and Rail would have to coordinate snow removal - example: sanding Sunset. Bus and Rail would need to coordinate spraying de-icing chemicals early. Front end loaders are being contracted for snow removal. Bus Operations would have to be out with sand trucks at platforms for Rail. Rail supervisors could be redeployed to check out routes for buses in the event that Rail may need a bus bridge.

-- Kevin is to get with Cork to talk about snow removal procedures. --

- There are only so many pagers, cell phones and radios to go around. Most of the time, this communication equipment is given to the Operations person on the platform instead of the customer service representative. How would Ed Rosney get in touch with his group? Ed is to inform the Station Console when he redeploys his people.

Scenario 3

Friday, February 5, 1998 - 10:00 a.m.

ERF delivers a forecast for precipitation at the same time the temperature will lower to a high of 30-33 degrees. Phil cautions his clients that, although moisture in the air is not great, snow should be expected above 500 feet and he sees some potential for freezing rain at the mouth of the Columbia Gorge. Under the right circumstances, the valley floor could experience an accumulation of 1-4 inches of snow.

- Joint Command (Tim Garling and Jim Waddington) will confer with one another before they initiate the call down list.
- Jim will call Dick and inform him of the forecast.
- Bus Maintenance will start chaining the buses in the shop ahead of time. They will start swapping out buses as they come in to get those buses chained. They will also prepare sand trucks
- Rail will try to maintain a 10 minute headway. Rail will start putting ice scrapers on the Type 1 vehicles both at Elmonica and at Ruby. Rail will run the carbon shoes on the pantograph all night. Routes may be shortened later on, depending on the weather.
- Tim will inform Jim if Rail goes on alert and he will also inform him that Rail may need a bus bridge in a few hours.
- Trains will be restricted to 40 mph which will make the trains off schedule. Rail will try to maintain an even schedule, however.
- The Customer Service message will be that we are preparing for the storm, but to expect delays.

- Shelly may put out an extra service bus in case the bus will need to eventually be redeployed for a bus bridge. May use 26 snow route as a bus bridge.
- Operators will need to obtain road maps.
- Rail will get a-boards ready and will deploy them if/when needed.
- Train Operators will have Train Orders for special announcements to passengers.
- Rail needs to notify Bus Operations no less than one hour ahead of time to install a bus bridge.
- A customer service representative may be put downtown. Customer Service representatives can call Rail Control at 661-4274 for questions.
- If there is freezing rain all over, Rail would have to loop in Gresham (Rockwood to Cleveland) and also in Beaverton (170th to Hillsboro).
- Bus operations may have to pull buses off of some routes to be used either as a bus bridge or they may need to be redeployed to different routes. Bus Operations may have to reduce bus headways and put buses in to augment the loss of rail. Bus Operations may need to focus on the TV Highway corridor.

  NOTE: We may need to put in the Ice Plan that there may be times that we will need to go on trunk lines. The plan should include maps.
- John Kellerman would be informed to update the web page

Rick Teeter will make pagers available for Ed Rosney's group.

Nelson, Lana

From: GarlingT
Sent: Tuesday, December 22, 1998 4:43 PM
To: Harris, Margie; Caufield, Dan; Nelson, Lana; Deming, Ted; Coffel, Bill; Lomax, Shelly; Dolan, Terry; Hutchison, Jonathan; Miller, Bruce; Grove, Mark; Jennings, Cork; Larson, Mark; Green, Ray; Nordstrom, Wayman; Claflin, Mike; PlayfaiR; EarlC; WaddingJ; RussoJ; JohnsonB; JagowR; GambinoR; VarwigE; WinslowA; RosneyE; MoyA; Brentano, Maureen; VanDykeD; StanleyD; PorterM; DeisnerB; HolbrooP; OhierD
Subject: Winter Operations Rail Planning for 12/24 thru 12/26

To All:

Based on current weather forecasts from Phil Volker, we are anticipating a major winter weather event beginning in the morning of 12/24 and lasting until at least Saturday 12/26. It is anticipated that the storm will start as snow on Thursday am. We have the potential of a major snow fall of upwards of 6 inches. Then on Friday (most likely in the am) freezing rain or sleet will start and last until Saturday morning.

Rail Operations has developed this preliminary service strategy for the storm.

1. On Wednesday on the swing shift, shoe scrapers will be installed on the LRV fleet. Shoes should be on in time for am pull out.

2. We will run normal service from Hillsboro to Gresham during the initial stages of the snow. When the shoe scrappers are installed we have to limit our speed to 40 mph, so we won't be able to run normal schedules. We will try to keep even spacing of trains and maintain 10 minute headways. MOW will focus on keeping key switches in the yards and on the mainline clear of snow as a first priority.

3. After most people are returned home in the pm on Thursday (we expect an early rush hour) we will restrict rail operations to the Elmonica to Ruby loop. Due the uncertain starting time of sleet or freezing rain and due to the large snow fall anticipated, we feel that our best chance to maintain the system is to shorten it and implement our yard loops (which include the "pit stop" to de-ice the LRVs as they come through the shop).

4. This loop will be maintained for the duration of the event in which freezing rain is expected from Friday thru Sat.

5. This means that on Thursday pm, Christmas day and Sat., MAX service will only run from Ruby to Elmonica. The augmentation of the 26 bus in Gresham should occur, and the Winter Operations plan calls for a bus bridge to Hillsboro. However, due to Christmas and the major snow storm, staffing a bridge will be difficult. Bus service option will be discussed at a planning meeting scheduled for 8:00 am Wed at Hogate.

6. Public information, A-Boards and Rider Alerts will need to inform the public of the MAX service plan (Rider Alerts have been prepared and printed and we are getting our A-Boards ready.) Other informational support from public media announcements and maybe Customer Service Representatives at key platforms can supplement this effort.

I will provide an update of planning efforts after our am meeting on Wed.

Tim Garling

Nelson, Lana

From: ColomboP
Sent: Thursday, December 17, 1998 4:13 PM
To: MoyA; NelsonL; WaddingJ; CoffelB; GarlingT
Cc: KellyC; DiprimaP
Subject: Congrats!

Adrian, Lana, Bill, Jim & Tim:

Excellent presentation and flow for our first Response Team meeting. I think we could all tell that a lot of work has gone into the development of the plan; getting 100 people to commit to anything is an accomplishment in itself. We need to make sure our Operators know what's going on behind the scenes and how we are taking care of them when the weather will not be their best friend.

Phill.

Nelson, Lana

From: GarlingT
Sent: Wednesday, December 23, 1998 3:35 PM
To: Beyer, Mary Ann; Butler, Trish; Cannon, James; Claflin, Mary; Claflin, Mike; Currie, Jean; Dalrymple, Rick; Danell, Vern; Dolan, Terry; Fries, Clint; Green, Ray; Griffiths, John; Grove, Mark; Hamilton, Jay; Hanson, Thomas; Hardy, Will; Holbrook, Ann; Jansen, Lyn; Jennings, Cork; Johnson, Lori; Knapper, Ron; Larson, Mark; Leigh, Linda; Looijenga, Kai; Miller, Bruce; Morris, Darren; Nelson, Jeff; Nordstrom, Wayman; OConnor, A.J.; Ranney, David; Riemer, Janene; Sturdavant, John; Thompson, Keith; Truong, Nghia; Whipple, John; Whitehurst, Pat; Wight, Greg; Lomax, Shelly; Nelson, Lana; HarveyD; MckayJ; OhierD; McginniD; SaportaH; WaddingJ; VarwigE; WinslowA; JagowR; GambinoR; RosneyE; #EVERYONE at RUBY; #CONTROL at RUBY
Subject: Transportation Managerial Coverage - Winter Storm 12/24-26

The following is the Rail Transportation Storm Team Coverage for the weekend storm.

12/24 Thursday

Ruby
Dolan 8a - 8p, Van Dyke 8p - 8a
Holbrook, Noon to Midnight

Elmonica

Deisner Noon to Midnight

12/25 Friday, Christmas

Ruby
Dolan 8a - 8 p, Van Dyke 8p - 8a
Holbrook, Noon to Midnight

Elmonica

Stanley Midnight to Noon, Deisner Noon to Midnight

12/26 Saturday

Ruby
Dolan 8a - ?, TBD

Elmonica

Stanley Midnight to Noon, TBD

I will be available thru most of the storm, my office number is 661-8125 and pager is 940-3557

Tim Garling

Nelson, Lana

From: GarlingT
Sent: Friday, December 25, 1998 7:26 AM
To: Dolan, Terry; Miller, Bruce; Beyer, Mary Ann; Butler, Trish; Cannon, James; Claflin, Mary; Claflin, Mike; Currie, Jean; Dalrymple, Rick; Danell, Vern; Fries, Clint; Green, Ray; Griffiths, John; Grove, Mark; Hamilton, Jay; Hanson, Thomas; Hardy, Will; Holbrook, Ann; Jansen, Lyn; Jennings, Cork; Johnson, Lori; Knapper, Ron; Larson, Mark; Leigh, Linda; Looijenga, Kai; Morris, Darren; Nelson, Jeff; Nordstrom, Wayman; OConnor, A.J.; Ranney, David; Riemer, Janene; Sturdavant, John; Thompson, Keith; Truong, Nghia; Whipple, John; Whitehurst, Pat; Wight, Greg; Lomax, Shelly; Coffel, Bill; Nelson, Lana; McginniD; SaportaH; HarveyD; MckayJ; OhierD; WaddingJ; EarlC; PlayfaiR; WinslowA; VarwigE; JagowR; GambinoR; #CONTROL at RUBY; #EVERYONE at RUBY
Subject: Winter Operations - 12/25

To All:

The Rail aspects of the Winter Storm Event and related opeations plans for this weekend are cancelled effective at 0700 hours on 12/25 Christmas Day.

The Rail Operations Storm Team Management will remain on call and available by pager until 0700 hours on Monday 12/28.

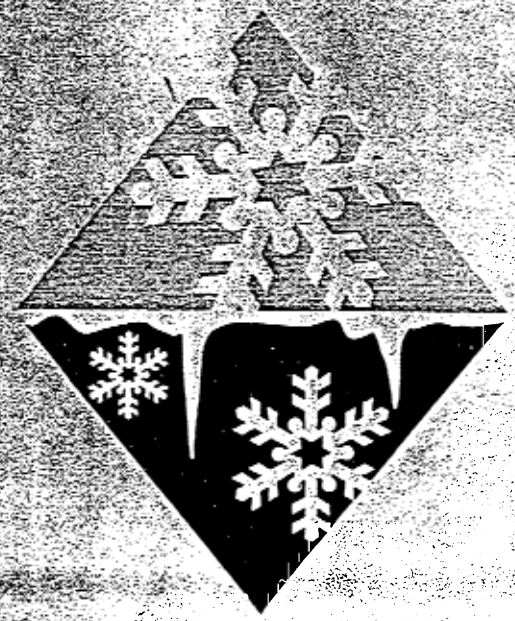
Good Work and have a Merry Christmas.

Tim G

TRI-MET

Incident Response Team (IRT)

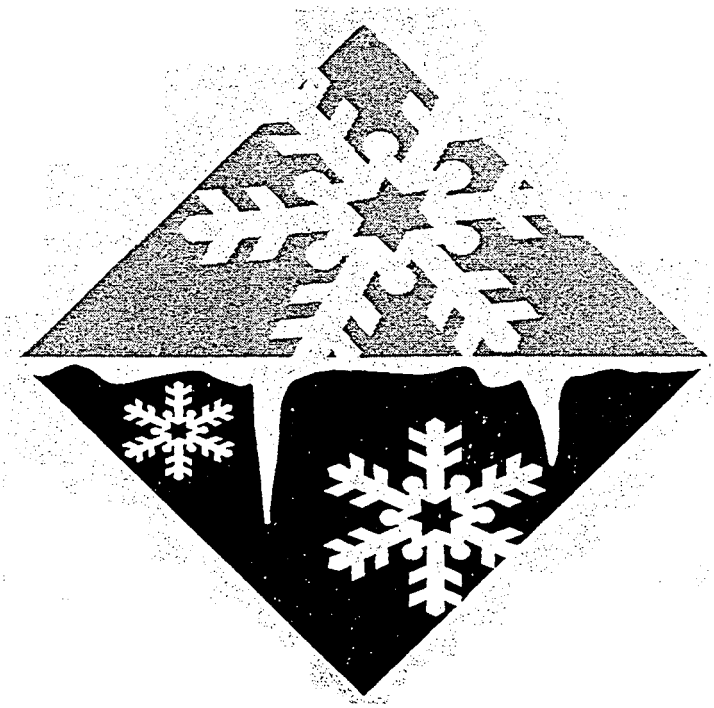
Snow and Ice Plan 1998-99



Printed 12/16/98

Winter Operations Plan

1998 - 1999



Rail Operations Department

SOP 200 - 11/98

TRI-MET'S

BUS TRANSPORTATION

1998-1999

TRI-MET
TRANSPORTATION SERVICES

TRI-MET

4.01.6 - SUMMARY OF PLAN
Floods

Provide a general overview of the incident/event.

Overview

Widespread Area

This classification defines a situation where flooding is a city-wide concern and causes significant disruption to transportation services.

Determining and Evaluating the Facts

1. Control/Dispatch shall attempt to determine the following facts:
   a. The extent of the flooding, that is, all areas that are affected. Request milepost locations and/or any other commonly accepted reference points.
   b. Whether injuries have resulted, and if so, the number of persons involved and the extent of their injuries, i.e., minor or serious.
   c. The condition that caused the area to flood. National weather service may be able to provide further information.
   d. Extent of damage to Tri-Met right-of-way, structures or equipment.
   e. The affect on train and bus operations in the area.

2. Control/Dispatch shall evaluate all available facts to determine the best strategies for preserving life, safety, protecting District property and for maintaining revenue service.

Objectives:

Responding to the Emergency Scene

1. Road/Rail Supervisors shall be sent to the scene and will serve as the Incident Commander. They shall establish communications with Dispatch/Control and coordinate all response efforts at the emergency scene.
2. If the flooding is expected to worsen, revenue service shall provide alternate routes or discontinue service, as required. The District is expected to assist in emergency evacuation, if requested.

Restoration of Service

Normal revenue service shall be restored as soon as possible after all restoration operations are complete and the emergency scene is released by the Incident Commander.

Isolated Area

This classification defines situations where flooding is confined to a small area and causes minimal disruption to transportation services.

Determine and Evaluating the Facts

1. The Control/Dispatch shall attempt to determine the following facts:
   a. The exact location of the affected area. Request milepost location, intersections and/or any other commonly accepted reference points.
   b. Whether injuries have resulted, and if so, the number of persons involved and the extent of their injuries, i.e., minor or serious.
   c. The condition that caused the area to flood, e.g., broken water main, sewer backup, inoperative pump, etc.
   d. Extent of damage to Tri-Met right-of-way, structures or equipment.
   e. The affect on bus and rail operations in the area.
2. Control/Dispatch shall evaluate all available facts to determine the best strategies for preserving life safety, protecting District property and for maintaining revenue service.

Flooding in the Tunnel

1. Tri-Met officers shall provide security at the emergency scene to prevent unauthorized personnel from entering.
2. If appropriate, the catenary shall be de-energized in the affected area immediately upon receipt of information of flooding and re-energized only as directed by the Incident Commander.

CAUTION: Avoid stranding trains on sections involved in flooding, if possible.

3. All trains shall be restricted from entering the incident site.

Responding to the Emergency Scene

1. Road/Rail Supervisors shall be dispatched for duty as the Incident Commander. They shall establish communications with Control and coordinate all response efforts at the emergency scene.
2. If the cause of flood conditions is suspected to be broken water pipes, the appropriate water company shall be notified and requested to respond. They are to be requested to provide Tri-Met with an estimated time of turnoff or repair completion as soon as possible.

Restoration of Service

Normal revenue service shall be restored as soon as possible after all restoration operations are complete and the emergency scene is released by the Incident Commander.

TRI-MET

4.01.6.1 - RESPONSE OBJECTIVES
Floods – Isolated Area

Division or Group: Operator, Dispatch/Control, Road/Rail Supervisor

Operational Time: TBD

Overall Incident Objectives:

Minimize risk and damage to persons and District property.

Objectives for Specified Operational Period

TBD

Safety Message for Specified Operational Period:

TBD

TRI-MET

4.01.6.1 - RESPONSE OBJECTIVES - continued
Floods – Isolated Area

Special Instructions:

Action Guidelines

Operator
1. Contact Dispatch/Control.
2. Provide information concerning flooded areas.
3. Follow instructions provided by Dispatch/Control if normal routes are blocked.
4. Communicate with passengers, advise them of problems and the course of action you plan to take.

Dispatch/Control
1. Determine the exact location of the affected area.
2. Determine if employees or passengers are stranded.
3. Send Road/Rail Supervisor to assist.
4. Attempt to determine the cause of flooding.
5. Shutdown or re-route as needed.
6. Attempt to determine the extent of damage to right-of-way, structures and equipment.

Road/Rail Supervisor
1. Proceed to scene.
2. Assess severity of situation.
3. Request medical emergency personnel if needed.
4. Secure the scene, set up flares, warning devices as needed.
5. Remain at the scene until released by Dispatch/Control.

TRI-MET

4.01.6.2 - RESPONSE OBJECTIVES
Floods – Widespread Area

Division or Group: Operator, Dispatch/Control, Road/Rail Supervisor

Operational Time: TBD

Overall Incident Objectives:

Minimize risk and damage to persons and District property.

Objectives for Specified Operational Period

TBD

Safety Message for Specified Operational Period:

TBD

TRI-MET

4.01.6.2 - RESPONSE OBJECTIVES - continued
Floods – Widespread Area

Special Instructions:

Action Guidelines

Operator
1. Contact Dispatch/Control.
2. Provide information concerning flooded areas.
3. Follow instructions provided by Dispatch/Control if normal routes are blocked.

Dispatch/Control
1. Determine the exact location of the affected area.
2. Determine if employees or passengers are injured. If persons require medical assistance, contact (9) 9-1-1 for assistance.
3. Send Road/Rail Supervisor(s) to assist.
4. Attempt to determine the cause of flooding.
5. Ensure that no buses or trains are allowed into the affected areas.
6. Shutdown or re-route as needed.
7. Attempt to determine the extent of damage to right-of-way, structures and equipment.

Road/Rail Supervisor
1. Proceed to scene.
2. Assess severity of situation. Contact Dispatch/Control and provide details of exact location and assistance that may be required.
3. Request medical emergency personnel if needed.
4. Secure the scene, set up flares, warning devices as needed.
5. Remain at the scene until released by Dispatch/Control.

TRI-MET

4.01.7 - SUMMARY OF PLAN
Medical Emergencies

Provide a general overview of the incident/event.

Overview

Life Threatening Emergencies
This classification defines situations where immediate action must be initiated to protect the person's life such as a heart attack or sever bleeding.

Do not leave the injured person even to call for help. Have someone else summon assistance of a First-Aid trained person. When calling for medical help, be sure to state the nature of the emergency and identify the exact location of the emergency. Wait until you are instructed to hang up by the 911 Dispatcher. Send a person to direct emergency service personnel to the area. Floor leaders must evaluate the situation and assume responsibility at the scene. Assist the victim to the best of your ability.

Caution: The person needing assistance may be injured as a result of being in a dangerous area. First, make the area safe. Do not jeopardize your own safety while attempting to rescue others from a life-threatening situation.

Non-Life Threatening Emergencies
This classification defines situations where an individual's life is not threatened, but professional medical assistance is needed. Individuals who need help or recognize another's need for assistance should call a First-Aid trained person to assess the situation. Efforts should be initiated to control bleeding and/or stabilize the injury. If the individual can be moved safely, he/she should be transported to the designated emergency room or medical facility. If in doubt, call Emergency Services personnel by dialing 9-1-1. Supervisors should initiate an investigation immediately.

First Aid Injuries
This classification defines situations where an individual has received a minor injury which can be treated without professional help.

Notify supervisor and treat injury. The supervisor must investigate the injury and initiate corrective action to prevent recurrence.

In all cases, appropriate Supervisor's Occupational Injury/Illness Report forms must be completed.

Objectives: Determine level of emergency and respond accordingly.

TRI-MET

4.01.7.1 - RESPONSE OBJECTIVES
Medical Emergencies – In a Facility (Single Injury)

Division or Group: Team Member, Team Leader

Operational Time: TBD

Overall Incident Objectives:

Assist injured person(s)

Objectives for Specified Operational Period

TBD

Safety Message for Specified Operational Period:

TBD

TRI-MET

4.01.7.1 - RESPONSE OBJECTIVES - continued
Medical Emergencies – In a Facility (Single Injury)

Special Instructions:

Action Guidelines

Team Member

1. Verify that (9) 9-1-1 has been called, if needed.
2. Verify that the Team Leader has been contacted.
3. Assess the emergency and assist the injured person as needed.

Team Leader

1. Assist the Team Member, as needed.
2. Verify that steps have been taken to get medical help to the location, if necessary.
3. Assign a person(s) to help the medical response personnel find the location of the injured person.
4. Remain at the scene until medical personnel arrive and the injured party has been transported.
5. Contact the injured person's supervisor.
6. Verify that the injured person's family has been notified.

TRI-MET

4.01.7.2 - RESPONSE OBJECTIVES
Medical Emergencies – In a Facility (Multiple Injuries)

Division or Group: Team Member, Team Leader

Operational Time: TBD

Overall Incident Objectives:

Assist injured person(s)

Objectives for Specified Operational Period

TBD

Safety Message for Specified Operational Period:

TBD

TRI-MET

4.01.7.2 - RESPONSE OBJECTIVES - continued
Medical Emergencies – In a Facility (Multiple Injuries)

Special Instructions:

Action Guidelines

Team Member

1. Verify that (9) 9-1-1 has been called, as needed.
2. Verify that the Team Leader has been contacted – request additional assistance.
3. Assess the emergency and assist the injured persons as needed.

Team Leader

1. Contact other team members for assistance, as needed.
2. Verify that steps have been taken to get medical help to the location.
3. Contact the Facility's Emergency Response Coordinator.
4. Assign a person(s) to help the medical response personnel find the location of the injured persons.
5. Assist team members as needed.
6. Remain at the scene until medical personnel arrive and the injured parties have been transported.
7. Contact the injured persons' supervisors.
8. Verify that the injured persons' families have been notified.

TRI-MET

4.01.7.3 - RESPONSE OBJECTIVES
Medical Emergencies – On the Road (Catastrophic)

Division or Group: Operator, Dispatch/Control, Road/Rail Supervisor

Operational Time: TBD

Overall Incident Objectives:

Assist injured person(s)

Objectives for Specified Operational Period

TBD

Safety Message for Specified Operational Period:

TBD

TRI-MET

4.01.7.3 - RESPONSE OBJECTIVES - continued
Medical Emergencies – On the Road (Catastrophic)

Special Instructions:

Action Guidelines

Operator
1. Contact Dispatch/Control and request assistance, if possible.
2. Determine location to stop and wait for assistance.
3. If injury is due to a vehicle accident, inform Dispatch/Control of your location.
4. Assess the emergency and assist the injured persons to the best of your ability; recruit assistance from passengers, if appropriate.
5. Maintain contact with Dispatch/Control.

Dispatch/Control
1. Upon receiving information concerning a severe accident with multiple injuries, contact (9) 9-1-1 and request assistance.
2. Send Road/Rail Supervisors to assist.
3. Contact Safety.
4. Verify that medical assistance and the supervisors have reached the scene.
5. Remain in contact with Road/Rail Supervisors and provide any requested assistance.
6. If incident involves a train, contact Dispatch for the use of buses to transport injured and non-injured persons.

Road/Rail Supervisor
1. Proceed to scene.
2. Assess severity of situation; contact Dispatch/Control and provide details of the number of injured persons, exact location, assistance that may be required.
3. Secure the scene, set up flares, warning devices as needed.
4. Remain in contact with Dispatch/Control.
5. Remain at the scene until injured persons have been transported.
6. Coordinate efforts with emergency responders to return the scene to normal operations.

TRI-MET

4.01.8 - SUMMARY OF PLAN
Hazardous Material Incident/Spill

Provide a general overview of the incident/event.

Overview

Facility: This classification defines a situation where a hazardous material has been released and the release or vapor cloud is threatening the health and safety of District employees.

Determining and Evaluating the Facts

If a vapor cloud is visible and hazardous materials are known to be present:

1. Sound the alarm, notify the Floor Leader for your area and follow the Evacuation Plan. Remain up-wind from the leak or vapor cloud.
2. Call (9) 9-1-1.
3. Avoid contact with any hazardous materials, whether solid, liquid or gas.
4. If safe to do so, determine the name, hazard class, type of container and amount of hazardous material involved.

If no vapor cloud is present but unusual odor or leaking material is suspected:

1. Notify the Floor Leader for your area.
2. Avoid contact with any hazardous materials, whether solid, liquid, or gas.
3. Extinguish all sources of ignition – cigarettes, blow torches, pilot lights, etc.
4. If safe to do so, determine the name, hazard class, type of container and amount of hazardous material involved.
5. If the material cannot be identified safely or the label instructions require specialized equipment for clean-up, contact 9-1-1.

Road: This classification defines a situation where a hazardous material has been released on public roads and the release or vapor cloud is a threat to the health and safety of District employees and the general public, or to the environment.

Determining and Evaluating the Facts

1. If a release has occurred, the operator/driver shall contact Control/Dispatch.
2. Control/Dispatch shall collect as much information concerning the incident as possible.
3. A Road Supervisor shall be sent to the scene.
4. 9-1-1 will be contacted, as needed.

Objectives: Objectives were not created for this plan.

TRI-MET

4.01.8.1 - RESPONSE OBJECTIVES
Hazardous Material Incident/Spill – or Vapor Cloud

Division or Group: Team Member, Team Leader, Emergency Response Coordinator

Operational Time: TBD

Overall Incident Objectives:

Safe evacuation of facility.

Objectives for Specified Operational Period

TBD

Safety Message for Specified Operational Period:

TBD

For Internal Use Only:
ICS 202

TRI-MET

4.01.8.1 - RESPONSE OBJECTIVES - continued
Hazardous Material Incident/Spill – or Vapor Cloud

Special Instructions:

Action Guidelines

Team Member
1. If a spill has occurred or a vapor cloud is seen, verify that the Team Leader is aware of the problem and has contacted 9-1-1 for assistance.
2. Notify persons in your area of the problem and request that they evacuate.
3. Leave the facility and remain up-wind from the leak or vapor cloud.

Team Leader
1. Contact 9-1-1 to report the spill or vapor cloud.
2. Ensure that all persons within your area have left the building.
3. Report to the Emergency Coordinator and report any missing persons.
4. Leave the facility and remain up-wind from the leak or vapor cloud.

Emergency Response Coordinator
1. Leave the facility and remain up-wind from the leak or vapor cloud.
2. Verify that 9-1-1 was called and that emergency responders are en route.
3. Talk to each of the team leaders; verify that all persons have left the facility.
4. Report any missing persons to the emergency responders.
5. Allow persons to return to the facility when the incident is concluded.

TRI-MET

4.01.8.2 - RESPONSE OBJECTIVES
Hazardous Material Incident/Spill – on the Road

Division or Group: Operator, Dispatch/Control/ Road/Rail Supervisor

Operational Time: TBD

Overall Incident Objectives:

Operator	-	Prevent injury to passengers.
Dispatch/Control	-	Secure assistance to stop and clean up spill.
Road/Rail Supervisor	-	Stop and clean up spill.

Objectives for Specified Operational Period

TBD

Safety Message for Specified Operational Period:

TBD

TRI-MET

4.01.8.2 - RESPONSE OBJECTIVES - continued
Hazardous Material Incident/Spill – on the Road

Special Instructions:

Action Guidelines

Operator
1. Contact Dispatch/Control
2. Provide information concerning the spill, including the location.
3. Follow instructions from Dispatch/Control.
4. Evacuate passengers, if needed. Communicate with passengers, explain the situation. Request help from them, as needed.

Dispatch/Control
1. Determine the exact location of the incident.
2. Contact (9) 9-1-1, if needed.
3. Send Road/Rail Supervisor to the incident.

Road/Rail Supervisor
1. Proceed to scene.
2. Assess the situation.
3. Contact Dispatch for additional assistance, if needed.
4. If gasoline, oil, diesel, hydraulic fluid or another product is leaking from a Tri-Met bus or other vehicle, check for nearby drains or sewers. If the leaking product is moving towards these, place boom around the drain.
5. Place sorbent skim pads and/or booms from kit under leak.
6. Keep passengers and others out of the contaminated area. Caution them about slippery conditions, assign an assembly area to wait. Do not allow smoking within 100 feet of the release.
7. Determine the facts: Cause of release, type and amount of product spilled, need for outside assistance, etc. Inform Dispatch.
8. Once the disabled vehicle has been removed, remove any sorbent pads or booms. Enclose them in disposal bags, tie off and transport sealed bags back to the garage supervisor for proper disposal.
9. Request a replacement spill kit from Road Operations.

TRI-MET

4.01.9 - SUMMARY OF PLAN
Transportation Accident

Provide a general overview of the incident/event.

Overview

This classification defines a situation where an accident involving one or more vehicle has occurred and public transportation has been disrupted.

Determining and Evaluating the Facts

1. Dispatch/Control shall attempt to determine the following facts:
   a. The location of the accident.
   b. Whether injuries have resulted, and if so, the number of persons involved and the extent of their injuries, i.e., minor or serious.
   c. Vehicle information (vehicle number, train number, driver/operator).
   d. Extent of damage to Tri-Met right-of-way, structures or equipment.
   e. The affect on train and bus operations in the area.
   f. Brief description of the accident.
   g. Traffic situation (blocking street or route).
2. Dispatch/Control shall evaluate all available facts to determine the best strategies for preserving life safety, protecting District property and for maintaining revenue service.

Objectives:

Accident in the Tunnel

1. If an accident has occurred in the tunnel, Tri-Met Police Officers shall provide security at the emergency scene to prevent unauthorized personnel from entering.
2. If appropriate, the catenary shall be de-energized in the affected area immediately upon receipt of information and re-energized only as directed by Control.
3. All trains shall be restricted from entering the tunnel unless authorized.

Responding to the Emergency Scene

1. Road Supervisors shall be dispatched for duty as the Incident Commander. They shall establish communications with Control and coordinate all response efforts at the emergency scene.
2. If needed, alternate routes shall be provided or service discontinued, as required. The District is expected to assist in emergency evacuation, if requested.

Restoration of Service

Normal revenue service shall be restored as soon as possible after all restoration operations are complete and the emergency scene is released by the Incident Commander.

TRI-MET

4.01.9.1 - RESPONSE OBJECTIVES
Transportation Accident – On the Road

Division or Group: Bus Operator, Dispatch, Road Supervisor

Operational Time: TBD

Overall Incident Objectives:

Bus Operator	-	Begin accident resolution
Dispatch	-	Gather information and send help
Road Supervisor	-	Resolve accident and maintain service

Objectives for Specified Operational Period

TBD

Safety Message for Specified Operational Period:

TBD

TRI-MET

4.01.9.1 - RESPONSE OBJECTIVES - continued
Transportation Accident - On the Road

Special Instructions:

Action Guidelines

Bus Operator

1. Contact Dispatch.
2. Provide information concerning accident.
3. Follow instructions provided by Dispatch.
4. Keep passengers informed.
5. Maintain contact with Dispatch.
6. Distribute Courtesy Cards.

Dispatch

1. Determine the exact location of the accident.
2. Determine if employees or passengers are injured and the numbers involved and the extent of their injuries. If persons require medical assistance, contact 9-1-1 for assistance.
3. Vehicle information (vehicle number, line/train, driver number).
4. The effect on bus operations in the area.
5. Send Road Supervisor to assist.
6. Contact Safety.
7. Attempt to determine the extent of damage to right-of-way, structures and equipment.

Road Supervisor

1. Proceed to scene.
2. Assess severity of situation.
3. Request medical emergency personnel if needed.
4. Monitor for flammable gases if the accident involves an LNG bus.
5. Secure the scene, set up flares, warning devices as needed.
6. Move bus to safe location if necessary.
7. Obtain brief description of the accident.
8. Collect information from all parties involved.
9. Interview witnesses.
10. Take pictures and measurements.
11. Notify Dispatch if the accident is blocking a street or route.
12. Notify area and lead supervisors by radio.
13. Contact claims and the station manager.
14. Initiate brake test or road call as needed.
15. Arrange for drug test for driver.
16. Remain at the scene until released by Dispatch.

TRI-MET

4.01.9.2 - RESPONSE OBJECTIVES
Transportation Accident – During Transport

Division or Group: Train Operator, Rail Supervisor, Control

Operational Time: TBD

Overall Incident Objectives:

Resolve accident and maintain service.

Objectives for Specified Operational Period

TBD

Safety Message for Specified Operational Period:

TBD

TRI-MET

4.01.9.2 - RESPONSE OBJECTIVES - continued
Transportation Accident - During Transport

Special Instructions:

Action Guidelines

Train Operator

1. Bring the train to an immediate stop.
2. Lower pantograph.
3. Contact Control and advise them of the train number, location and direction of travel.
4. Communicate with passengers. Advise them to stay on board, unless it is unsafe to do so. Recruit assistance from them, as needed.
5. Distribute courtesy cards, as possible.
6. If necessary to evacuate train, inform Control.
7. Maintain contact with Control.

Rail Supervisor

1. Assume role of Incident Commander. Notify Control that you have arrived on the scene.
2. Analyze the situation as you approach the scene. Look for dangerous obstacles, action needed to protect lives, property and evidence that must be preserved.
3. Verify that the pantograph is down.
4. Visually determine if the crossing is blocked or the adjacent track is fouled. Contact Control with this information.
5. If hazardous materials appear to be involved, contact Control.
6. Take a brief statement from the operator. Ensure courtesy cards are distributed, as possible.
7. Conduct visual inspection of District equipment to determine damage. If inspection indicates the possibility of damage to high voltage systems, do not raise the pantograph. Contact Control immediately.
8. Verify that emergency responders are on the scene, if required.
9. Assist any accident victims, as needed.
10. Remove any passengers from the right-of-way.
11. Contact Control for a tow, as needed.
12. Debrief operator, send details of accident to Control.
13. Identify witnesses to accident. Get statements if possible.
14. Identify self to emergency responders, offer assistance.
15. Investigate and photograph scene. Record physical evidence. Diagram the area.
16. Exchange the train log.
17. Perform ground inspection of wheels, underside, side panels, coupler and track before raising pantograph.
18. If damage is noticed during ground inspection, do not raise pantograph. Contact Control.

Special Instructions:

Control

1. Determine the exact location of the accident.
2. Verify that operator has lowered pantograph.
3. Determine if employees or passengers are injured and the numbers involved and the extent of their injuries. If persons require medical assistance or police support is needed, contact 9-1-1 for assistance.
4. Vehicle information (vehicle number, operator number).
5. The effect on rail operations in the area. Control movement of other trains approaching the area.
6. Send Rail Supervisor to assist.
7. Contact Safety.
8. Attempt to determine the extent of damage to right-of-way, structures and equipment.
9. Restore normal service as soon as it is safe to do so.

TRI-MET

4.01.10 - SUMMARY OF PLAN
Power Failure

Provide a general overview of the incident/event.

Overview

Power Failure

This classification defines a situation where power failures have occurred that disrupts service and/or work in facilities.

Determining and evaluating the facts:

1. Attempts shall be made to determine the cause and extent of the power failure.
2. If revenue service is disrupted, Dispatch and Control will be notified and alternate service provided, if possible.
3. If power is lost to a facility, Facility Maintenance shall be notified.
4. If power failure places persons in jeopardy, such persons shall be moved to a safe location.

Objectives:

Maintain safety of employees and the public and minimize disruption of revenue service.

TRI-MET

4.01.10.1 - RESPONSE OBJECTIVES
Power Failure

Division or Group: Facility Emergency Responders

Operational Time: TBD

Overall Incident Objectives:

Team Leaders - Maintain safety of building occupants
Emergency Coordinator - Maintain safety of building occupants
Facility Response Team - Maintain safety of building occupants

Objectives for Specified Operational Period

TBD

Safety Message for Specified Operational Period:

TBD

TRI-MET

4.01.10.1 - RESPONSE OBJECTIVES - continued
Power Failure

Special Instructions:

Action Guidelines

Team Leaders:
1. Notify Emergency Coordinator of the loss of power.
2. Assist team members with floor sweep to verify safety of all personnel.
3. Notify Emergency Coordinator of any injured or trapped persons.

Emergency Coordinator:
1. Check elevators to determine if any persons are trapped inside.
2. Contact team leader of each floor for information concerning injured or trapped persons.
3. Determine if evacuation is necessary.

Team Members:
1. Conduct sweep of floor to determine if there are any injured or trapped persons.
2. Inform the team leader of any trapped or injured persons.
3. Assist in evacuation if the Emergency Coordinator determines that it is necessary.

TRI-MET

4.01.11 - SUMMARY OF PLAN
Telecommunications Failure

Provide a general overview of the incident/event.

Overview

Telecommunications Failure

This classification defines a situation where communications between buses and Dispatch or between trains and Control have been interrupted.

Determining and Evaluating the Facts

1. In case of failure of the BDS, communication will be established with drivers via radios.
2. Dispatch will be unable to contact drivers, communication must be initiated by the drivers.
3. Unnecessary talk is not allowed on the radios.
4. Road Supervisors will be available to assist, as needed.
5. No VCH function will be available, including the silent alarm.
6. If Control is unable to contact operators, Rail Supervisors will be used to relay information.

Objectives:

TBD

TRI-MET

4.01.11.1 - RESPONSE OBJECTIVES
Telecommunications Failure

Division or Group: Bus Drivers/Dispatch; Train Operators/Control

Operational Time: TBD

Overall Incident Objectives:

Maintain safety of passengers and employees.

Objectives for Specified Operational Period

TBD

Safety Message for Specified Operational Period:

TBD

TRI-MET

4.01.11.1 - RESPONSE OBJECTIVES - continued
Telecommunications Failure

Special Instructions:

Action Guidelines

Bus Drivers
1. VCH display will display "OBIU:Fallback Mode".
2. Communicate as needed with Dispatch via radio. (Communication with Dispatch can only be initiated by the driver.)
3. Do not use the radio unless contact with Dispatch is required.

Dispatch
1. Notify supervisors of the system failure.
2. Monitor the three radio channels for calls from drivers.
3. Assist drivers as required.

Train Operators
1. Contact Rail Supervisors for information.
2. Report any MOW activities in the right of way that you have observed.

Control
1. Attempt to use portable radios to maintain contact with Operators.
2. Post Supervisors at platforms.
3. Maintain contact with operators through the Rail Supervisors.
4. Remove any MOW persons that are working in the right of way.

Rail Supervisors
1. Maintain contact with Control by radio or phone.
2. Remain at assigned platform and contact each train as it stops.
3. Relay information between Control and the Operator.

TRI-MET

4.01.12 - SUMMARY OF PLAN
Civil Disturbance

Provide a general overview of the incident/event.

Overview

Civil Disturbance

This classification defines a situation where a civil disturbance disrupts District activities or revenue service.

Determining and Evaluating the Facts

1. Any civil disturbance shall be promptly reported to the police.
2. Action shall be taken to secure facilities , buses and trains to prevent injury to people or damage to District property.
3. Buses and trains shall not be moved into an area of civil disturbance.

Objectives:

Maintain safety of employees and public and minimize damage to District property.

TRI-MET

4.01.12.1 - RESPONSE OBJECTIVES
Civil Disturbance

Division or Group: All employees

Operational Time: TBD

Overall Incident Objectives:

Maintain safety of employees and public while minimizing damage to District property.

Objectives for Specified Operational Period

TBD

Safety Message for Specified Operational Period:

TBD

TRI-MET

4.01.12.1 - RESPONSE OBJECTIVES - continued
Civil Disturbance

Special Instructions:

Action Guidelines

All employees

1. Notify your supervisor and the police of any observed civil disturbance.
2. Ensure that Dispatch and Control are notified.
3. If the civil disturbance threatens a District facility, secure the facility to prevent intrusion.
4. Follow police instructions and provide support to the police, if requested.

Bus Drivers and Train Operators

1. Contact Dispatch or Control if a Civil Disturbance is observed.
2. Do not take a District vehicle into the area unless instructed to do so by Dispatch or Control.
3. Inform passengers of delays.
4. Encourage passengers to remain on the bus or train.
5. Follow any police instructions; notify Dispatch or Control of these instructions.

TRI-MET

4.01.13 - SUMMARY OF PLAN
Hostage Situation

Provide a general overview of the incident/event.

Overview

Hostage Situation

This classification defines a situation where a person or persons have been taken hostage on District property, buses or trains.

Determining and Evaluating the Facts

Efforts shall be made to:

1. Determine the exact location of the incident.
2. If a bus or train is involved, obtain information concerning the line and train as well as the passenger loading.
3. Number of injuries/deaths, if any.
4. Number of hostage takers.
5. Weapons in possession of the hostage takers.
6. Demands of the hostage takers.

Objectives:

To maintain the safety of Tri-Met employees and the general public by providing information and support to the police, as needed.

TRI-MET

4.01.13.1 - RESPONSE OBJECTIVES
Hostage Situation

Division or Group: All employees

Operational Time: TBD

Overall Incident Objectives:

Safety of Tri-Met employees and the public.

Objectives for Specified Operational Period

TBD

Safety Message for Specified Operational Period:

TBD

TRI-MET

4.01.13.1 - RESPONSE OBJECTIVES - continued
Hostage Situation

Special Instructions:

1. Contact the police.
2. Provide any information to the police that has been obtained.
3. Provide support to the police, if requested.
4. If buses or trains are involved, notify Dispatch and Control.

Incident Management Plan
Table of Contents, January, 1999

CHAPTER 5 - PLANNED EVENTS

TRI-MET

5.01.1 - SUMMARY OF PLAN
LRT System Construction and Maintenance

Provide a general overview of the incident/event.

Overview

LRT System Construction and Maintenance

Maintenance of the light rail right-of-way (MOW) is an on-going requirement of operating light rail services through out each year. Some maintenance tasks will require single-track operation of service for some period of time.

1. Each event will have to be evaluated as to impact on service to customers.
2. A communication plan will be needed that addresses internal and external audiences who need to know the facts.
3. An annual schedule of planned maintenance will be issued at the beginning of each fiscal year.

Objectives:

1. Develop and distribute annual maintenance schedule.
2. Insure that planned events are noted and acknowledged on the Bus/Rail Calendar maintained on the Tri-Met communications netowkr.
3. Assess impact on bus and rail service.
4. Set up appropriate plan and response for each event.
5. Provide a safe operating environment and exemplary customer service.

TRI-MET

5.01.1.1 - RESPONSE OBJECTIVES
LRT System Construction and Maintenance

Division or Group: IMO Joint Command

Operational Time: Prepare Annual Schedule; Review Quarterly; Plan One Month Prior to Event or Before

Overall Incident Objectives:

In sure that the best possible quality of services is sustained for customers and that all safety measures are in place.
Determine level of Incident Management Organization (IMO) required for this event.

Objectives for Specified Operational Period

1. Contact IMO units that need to be involved.
2. Assess potential impact on customers.
3. Assess safety risks.
4. Development communications plan
5. Sustain service to customers
6. Evaluate each event.

Safety Message for Specified Operational Period:

Provide a 100% safe operating environment and exemplary customer service..

TRI-MET

5.01.1.1 - RESPONSE OBJECTIVES - continued
LRT System Construction and Maintenance

Special Instructions:

MOW is required to keep the light rail system running effectively and efficiently while providing excellent service to customers. Therefore, it is particularly important that maintenance events are planned as carefully as other major events that impact service.

To be developed for each LRT MOW event.

TRI-MET

5.01.2 - SUMMARY OF PLAN
New Years Eve

Provide a general overview of the incident/event.

Overview

New Year's Eve

Tri-Met provides free service on buses and MAX on New Year's Eve. This is done to provide and alternative to driving on this annual evening of celebration. This event requires both internal and external communications and extra precautions for safety measures.

Objectives:

1. Insure that this event is noted and acknowledged on the Bus/Rail Calendar maintained on the Tri-Met communications network.
2. Provide free transportation services that are safe and convenient to customers.
3. Set up appropriate plan and response for New Year's Eve.
4. Coordinate with law enforcement agencies.
5. Provide a safe operating environment and exemplary customer service.

TRI-MET

5.01.2.1 - RESPONSE OBJECTIVES
New Years Eve

Division or Group: Joint Command and Customer Service

Operational Time: Two Months Prior to Event

Overall Incident Objectives:

Insure that internal and external audiences are informed of the free ride policy and special operations information.
Provide exemplary customer service.

Objectives for Specified Operational Period

1. Contact Incident Management Organization units that need to be involved.
2. Develop operations and communications plan.
3. Prepare special operations information.
4. Implement New Year's Eve Plan.
5. Evaluate outcome.

Safety Message for Specified Operational Period:

Stress defensive driving and operations. Provide a 100% safe environment on the transit system and exemplary customer service..

TRI-MET

5.01.2.1 - RESPONSE OBJECTIVES - continued
New Years Eve

Special Instructions:

Set hours and other parameters for service operations New Year's Eve.

TRI-MET

5.01.3 - SUMMARY OF PLAN
Rose Festival - Festival Center Opening, Fireworks, Starlight Parade, Children's Parade, Grand Floral Parade, Hillsboro Airshow

Provide a general overview of the incident/event.

Overview

The annual Rose Festival is the largest community event of the year. The Rose Festival has traditionally had six significant events that heavily involve the transit system Each event is unique either by its location or time of day. Separate plans are required for each event. Special service is planned for some of the events. A cadre of volunteers is required to assist the public who rely on Tri-Met's service to travel to and from the events. Security and crowd management techniques must be utilized.

Objectives:

1. Convene the full Incident Management Organization to create plans for each of the six Rose Festival events.
2. Review previous year's response and results.
3. Assess any new or unusual aspects of the Festival.
4. Coordinate with local emergency response teams
5. Provide a safe operating environment for each event and exemplary customer service.
6. Successfully implement each plan.

TRI-MET

5.01.3.1 - RESPONSE OBJECTIVES
Rose Festival - Festival Center Opening, Fireworks Starlight Parade, Children's Parade, Grand Floral Parade, Hillsboro Airshow

Division or Group: Incident Management Organization

Operational Time: Planning Meeting in February Prior to the Rose Festival Season

Overall Incident Objectives:

Anticipate impact of each of the six events known Rose Festival events and others on the transit system with specific attention to the detail of each. Provide exemplary customer service.

Objectives for Specified Operational Period

1. Review past practices.
2. Assign each IMO unit to complete Response Objective forms for their area of responsibility by March 1.
3. Have the Planning unit review and work with individual units on problem areas.
4. Complete plans by April 1.
5. Implement plans.
6. Evaluate outcome.

Safety Message for Specified Operational Period:

Provide a safe operating environment for all events and exemplary customer service.

TRI-MET

5.01.3.1 - RESPONSE OBJECTIVES - continued
Rose Festival - Festival Center Opening, Fireworks Starlight Parade, Children's Parade, Grand Floral Parade, Hillsboro Airshow

Special Instructions:

Utilize system wide telecommunications applications to enhance communications to customers on trains, buses, platforms, the Portland (transit)t Mall, Websites and personal computers.

TRI-MET

5.01.4 - SUMMARY OF PLAN
Lloyd Center Special Events

Provide a general overview of the incident/event.

Overview

Lloyd Center Special Events

Through out the year special events take place in Holladay Park next to the Lloyd Center Shopping Center. The Shopping Center is a magnet for drawing foot traffic to the area. In addition, major community events, conferences and conference hotels in the area tend to create crowded conditions at the Lloyd Center MAX Station and at the Vintage Trolley Station also adjacent to the Park. This location is also an important transfer point for several cross-town bus lines. Examples of events that draw large crowds to this area are the Rose Festival Grand Floral and Starlight parades and the annual Oktoberfest in Holladay Park.

Objectives:

1. Insure that Lloyd Center Special Events are noted and acknowledged on the Annual Bus/Rail Calendar maintained on the Tri-Met communications network.
2. Assess impact on the Lloyd Center MAX station and connecting bus service as events are planned.
3. Set up an appropriate plan and response for each event.
4. Provide a safe operating environment and exemplary customer service.

TRI-MET

5.01.4.1 - RESPONSE OBJECTIVES
Lloyd Center Special Events

Division or Group: IMO Joint Command

Operational Time: Prepare Quarterly Plan for This Site

Overall Incident Objectives:

Insure that on time transportation services are sustainable, safe and that internal and external audiences are informed.
Provide exemplary customer service.

Objectives for Specified Operational Period

1. Determine for each event what level of IMO is needed to support the event.
2. Coordinate with appropriate IMO units
3. Develop IMO Plan for each event to achieve event objectives.
4. Evaluate the outcome.

Safety Message for Specified Operational Period:

Provide a 100% safe operating environment and exemplary customer service.

TRI-MET

5.01.4.1 - RESPONSE OBJECTIVES - continued
Lloyd Center Special Events

Special Instructions:

TRI-MET

5.01.5 - SUMMARY OF PLAN
Bridge Pedal and Special Races (e.g. Race-for-the-Cure)

Provide a general overview of the incident/event.

Overview

Bridge Pedal

The Bridge Pedal is an annual summer event involving hundreds of bicyclists and pedestrians. The course of the Bridge Pedal is publicized in advance of the event. It usually involves crossing one of Portland's bridges. Participants must register in advance in order to participate in the event. Tri-Met must be aware of when this event will occur in order to plan for rerouting of transit service and for making special provisions that will be required.

Objectives:

1. Insure that the Bridge Pedal is noted and acknowledged on the Annual Bus/Rail Calendar maintained on the Tri-Met network. In order to aid planning and communications.
2. Assess impact on service routes and schedules and develop service plan
3. Set up an appropriate IMO Plan and response for the Bridge Pedal.
4. Provide a safe operating environment and exemplary customer service.

TRI-MET

5.01.5.1 - RESPONSE OBJECTIVES
Bridge Pedal and Special Races

Division or Group: IMO Join Command

Operational Time: One Month Prior to the Event In the Summer

Overall Incident Objectives:

Insure that service reroutes and disruptions are minimized, that all safety issues are addressed and that internal and external audiences are well informed.

Provide exemplary customer service.

Objectives for Specified Operational Period

1. Determine what level of IMO is needed to support this event.
2. Coordinate with required IMO units.
3. Develop IMO Plan for managing the event.
4. Implement Plan
5. Evaluate outcome.

Safety Message for Specified Operational Period:

Provide a 100% safe operating environment and exemplary customer service.

TRI-MET

5.01.5.1 - RESPONSE OBJECTIVES - continued
Bridge Pedal

Special Instructions:

TRI-MET

5.01.6 - SUMMARY OF PLAN
Rose Garden/Coliseum Large Events

Provide a general overview of the incident/event.

Overview

Rose Garden/Coliseum Large Events

The Rose Garden Arena and Coliseum adjacent to the Rose Quarter Transit Center provide year-round venues that attract audiences in the thousands. By design, parking in the area is limited and the transit system is a primary conveyor used to bring people to the events. The events vary greatly by type, e.g. Opening events for the Rose Festival Grand Floral Parade, the NBA Trailer Blazers, the Barnum and Bailey Circus, the Ice Capades or Disney on Ice, music concerts from rock to country to name a few.

MAX trains tend to carry standing loads from just prior to the opening of an event to the mass exodus after an event.
Tri-Met buses interact with trains to support transportation for the events. For Trail Blazed basketball games, a special bus shuttle brings people from area parking lots and restaurants to the venue.

Management of the crowd is central to successfully taking people to and from the site.

Objectives:

1. Insure that all Rose Garden/Coliseum events are noted and acknowledged on the Annaul Rus/Rail Calendar maintained on the Tri-Met communication network.
2. Assess the impact of each event on all MAX stations and service as well as bus and ATP services.
3. Prepare and appropriate plan and response for each event.
4. Provide a safe operating environment and exemplary customer service.

TRI-MET

5.01.6.1 - RESPONSE OBJECTIVES
Rose Garden/Coliseum Large Events

Division or Group: IMO Joint Command

Operational Time: Prepare Quarterly Plan for This Site

Overall Incident Objectives:

Insure that on time transportation services are sustainable, safe and that internal and external audiences are informed Develop and manage a crowd control program consistent with the size of the crowd and facility in use.
Provide exemplary customer service.

Objectives for Specified Operational Period

1. Determine for each event what level of IMO is needed to support the event.
2. Coordinate with appropriate IMO units.
3. Develop IMP plan for each event to achieve specific event objectives.
4. Evaluate the outcome of each one.

Safety Message for Specified Operational Period:

Provide a safety program that is appropriate for the size of the crowd and the type of event. Insure a 100% safety and exemplary customer service.

TRI-MET

5.01.6.1 - RESPONSE OBJECTIVES - continued
Rose Garden/Coliseum Large Events

Special Instructions:

When planning the crowd management program for this site, consider coordination with local emergency and crowd management services and providers.

TRI-MET

5.01.7 - SUMMARY OF PLAN
Convention Center Large Events

Provide a general overview of the incident/event.

Overview

Convention Center Large Events

The Convention Center is located in Northeast Portland at the intersection of Holladay Street and Martin Luther King Blvd. The Center is adjacent to the Convention Center MAX station. Parking is limited at this location so MAX light rail service is a primary means of transportation. The Center hosts many conferences and both small and large venues including national conferences of 20,000 persons, the Home and Garden Show, Festival of the Trees, and a myriad of civic events throughout the year. Local conference hotels in the area, in downtown Portland and outlying areas support programs at the Convention Center. The exterior grounds of the Center are used for a major seating venue for the Rose Festival's Grand Floral Parade.

Objectives:

1. In sure that Convention Center Events are notes and acknowledged on the annual Bus/Rail Calendar maintained on the Tri-Met communication network.
2. Assess impact on the adjacent Convention Center MAX station and connecting bus service.
3. Set up and appropriate plan and response for each event.
4. Provide safe operating environment and exemplary customer service.

TRI-MET

5.01.7.1 - RESPONSE OBJECTIVES
Convention Center Large Events

Division or Group: IMO Joint Command

Operational Time: Prepare Quarterly Plan for This Site

Overall Incident Objectives:

Insure that on time transportation services are sustainable, safe, and that internal and external audiences are informed.
Provide exemplary customer service.

Objectives for Specified Operational Period

1. Determine for each event what level of IMO is needed to support the event.
2. Coordinate with appropriate IMO units.
3. Develop IMO Plan for each event to achieve objectives.
4. Evaluate the outcome.

Safety Message for Specified Operational Period:

Provide a 100% safe operating environment and exemplary customer service.

TRI-MET

5.01.7.1 - RESPONSE OBJECTIVES - continued
Convention Center Large Events

Special Instructions:

TRI-MET

5.01.8 - SUMMARY OF PLAN
Portland Waterfront Special Events - The Bite, Cinqo de Mayo, Blues Festival, Race for the Cure

Provide a general overview of the incident/event.

Overview

Portland Waterfront Special Events

The Waterfront is the site of many events throughout the year. Most of the events involve food, music, and concessions. All of the events draw crowds from throughout the state. MAX light rail stations including Yamhill District, Oak Street, Skidmore Fountain and Old Town/Chinatown are involved when events take place. Portland Saturday Market is located at the Skidmore Fountain station under the Burnside Bridge and adjacent to the Waterfront is a secondary drawn during most of the events. The Market is a primary draw for crowds on non-Waterfront event weekends. Depending on the event, some water traffic is involved, e.g., the Naval fleet for Rose Festival and the annual festival of lights on river boats .in December. Regular river traffic can also have an effect on Waterfront events and the transportation system in that the raising of bridges is often involved causing unexpected delays in some cases.

Objectives:

1. Insure that Waterfront Special Events are noted and acknowledged on the annual Bus/Rail Calendar maintained on the Tri-Met communication network.
2. Assess impact on the MAX stations above and others along the alignment and bus and ATP service.
3. Set up and appropriate plan and response for each event.
4. Provide for a safe operating environment and exemplary customer service.

TRI-MET

5.01.8.1 - RESPONSE OBJECTIVES
Portland Waterfront Special Events - The Bite, Cinqo de Mayo, Blues Festival, Race for the Cure

Division or Group: IMO Joint Command

Operational Time: Prepare Quarterly Plan for This Site

Overall Incident Objectives:

Insure that on time transportation services are sustainable, safe and that internal and external audiences are informed.
Exemplary customer service.

Objectives for Specified Operational Period

1. Determine for each event what level of IMO is needed to support the event.
2. Coordinate with appropriate IMO units.
3. Develop IMO Plan for each event to achieve event objectives.
4. Evaluate the outcome.

Safety Message for Specified Operational Period:

Provide a 100% safe operating environment and exemplary customer service.

TRI-MET

5.01.8.1 - RESPONSE OBJECTIVES - continued
Portland Waterfront Special Events - The Bite, Cinqo de Mayo, Blues Festival, Race for the Cure

Special Instructions:

TRI-MET

5.01.9 - SUMMARY OF PLAN
Pioneer Courthouse Square Sing-a-long and Other Large Events

Provide a general overview of the incident/event.

Overview

Pioneer Courthouse Square

This site is considered the Portland's living room and is the transit hub of downtown. It is framed by MAX light rail stations on the North and South sides and on the eastside the 6th Avenue northbound portion of the Transit Mall. The Square is a City of Portland park managed by a private non-profit Board of Directors. Tri-Met maintains a customer assistance office at this location and has been a major partner in both the original construction of the Square and on-going maintenance of aspects considered to be impacted by transit customers.

Pioneer Courthouse Square plans and hosts large and small events all year long. There is a full time security presence due to the day and evening operations. The Square the site for major Rose Festival events and the annual holiday sing-a-long the day after Thanksgiving. Visiting politicians tend to use the Square as a venue. Daily musical and cultural events draw people to the square for lunch or just to look around.

Meanwhile Tri-Met trains and buses are serving the site everyday. Large crowds frequently necessitate providing for staff to aid trains in getting through the crowd. During Rose Festival major events like the Starlight Parade and Grand Floral Parade buses are sometimes scheduled in between trains on the MAX tracks to aid in moving large crowds more quickly.

Objectives:

1. Insure that Pioneer Courthouse Square events are noted and acknowledged on the Annual Bus/Rail Calendar maintained on the Tri-Met communications network.
2. Assess impact on the Pioneer Courthouse Square north and south stations and connecting bus service as events are planned.
3. Set up an appropriate plan and response for each event.
4. Provide a safe operating environment and exemplary customer service.

TRI-MET

5.01.9.1 - RESPONSE OBJECTIVES
Pioneer Courthouse Square Sing-a-long and Other Large Events

Division or Group: IMO Joint Command

Operational Time: Prepare Quarterly Plan for This Site

Overall Incident Objectives:

Insure that on time transportation services are sustainable, safe and that internal and external audiences are informed. Prepare plan for large crowd movement during which regular schedules are not possible due to the nature of mass movement from the site.

Provide exemplary customer service.

Objectives for Specified Operational Period

1. Determine for each event what level of IMO is needed to support the event.
2. Coordinate with appropriate IMO units.
3. Develop IMO Plan for each event to achieve event objectives.
4. Evaluate the outcome.

Safety Message for Specified Operational Period:

Provide for a 100% safe operating environment and exemplary customer service.

TRI-MET

5.01.9.1 - RESPONSE OBJECTIVES - continued
Pioneer Courthouse Square Sing-a-long and Other Large Events

Special Instructions:

TRI-MET

5.01.10 - SUMMARY OF PLAN
Portland Mall (transit)

Provide a general overview of the incident/event.

Overview

Portland Mall

The Portland Mall, opened March 1978, was one of the most extensive projects undertaken in the country to provide more efficient travel through a downtown area. It covers eleven blocks on SW 5th and 6th avenues from Madison to Burnside. In June 1994, the north extension opened. Seven blocks on NW 5th and 6th avenues, from Burnside to Irving, were added to the Mall. Features Include;

1. Passenger shelters that provide protection from t he weather, some seating, a pay phone and television screen showing bus departures.
2. Eight Trip Planning kiosks, allowing customers 24-hour access to schedules and maps, for trip-planning, on a monitor screen controlled with a button panel. Once planned, trips can be printed out for customers' use. These kiosks are located on the south Mall. An additional trip-planner, located on NW 5th at Irving, serves customers arriving from Union Station and Greyhound.
3. Fountains, sculptures and art pieces.
4. Wide brick sidewalks, many benches, drinking fountains and trees.

The Mall is frequently used for special promotions and is the focus of transit service in downtown Portland where it intersects the MAX light rail line at Pioneer Courthouse Square.

Objectives:

1. Insure that planned events taking place on the Mall are noted and acknowledged on the Bus/Rail Calendar maintained on the Tri-Met communications network.
2. Assess impact on bus and rail service when events are planned along the Mall.
3. Set up appropriate plan and response for each event.
4. Provide a safe operating environment and exemplary customer service.

TRI-MET

5.01.10.1 - RESPONSE OBJECTIVES
Transit Mall

Division or Group: IMO Joint Command

Operational Time: TBD

Overall Incident Objectives:

Insure that transit service on the Mall is well managed and addresses customer needs.
Provide exemplary customer service.

Objectives for Specified Operational Period

1. Determine for each event what level of IMO is needed to support the event.
2. Coordinate with appropriate IMO units.
3. Develop IMO plan for each event to achieve event objectives.
4. Evaluate outcome.

Safety Message for Specified Operational Period:

100% safe operating environment and exemplary customer service.

For Internal Use Only:
ICS 202

TRI-MET

5.01.10.1 - RESPONSE OBJECTIVES - continued
Portland Mall

Special Instructions:

TRI-MET

5.01.11 - SUMMARY OF PLAN
Civic Stadium Large Events

Provide a general overview of the incident/event.

Overview

Civic Stadium

Civic Stadium station is located on SW Morrison and Yamhill streets at 18th Avenue adjacent to the Civic Stadium home of sports events and large open-air activities. Bus service to Northwest Portland is provided from the site. Multiple level apartments exist between the inbound and outbound MAX tracks. Noise from the trains has been an issue with residents at this site. This should be kept in mind when uses are proposed within the station.

Objectives:

1. Insure that Civic Stadium events and events planned within the station are noted and acknowledged on the Annual Bus/Rail Calendar maintained on the Tri-Met Communication network.
2. Assess impact on bus and rail service when events are planned at Civic Stadium.
3. Set up appropriate plan and response for each event.
4. Provide a safe operating environment and exemplary customer service.

TRI-MET

5.01.11.1 - RESPONSE OBJECTIVES
Civic Stadium Large Events

Division or Group: IMO Joint Command

Operational Time: TBD

Overall Incident Objectives:

Insure that on time transportation services are sustainable, safe and that internal and external audiences are informed.
Provide exemplary customer service.

Objectives for Specified Operational Period

1. Determine for each event what level of IMO is needed to support the event.
2. Coordinate with appropriate IMO units.
2. Develop IMO plan for each event to achieve event objectives.
3. Evaluate outcome.

Safety Message for Specified Operational Period:

Maintain a 100% safe operating environment and exemplary customer service.

TRI-MET

5.01.11.1 - RESPONSE OBJECTIVES - continued
Civic Stadium Large Events

Special Instructions:

TRI-MET

5.01.12 - SUMMARY OF PLAN
Washington Park Station Large Events

Provide a general overview of the incident/event.

Overview
Washington Park Station is located 260 feet below the surface of the Park which is home to the Oregon Zoo, World Forestry Center, Vietnam Veterans Memorial, Arboretum, Rose Garden, Japanese Garden, and the Children's Museum that will open in 2000. All of these venues have year round activities that are accessible from the MAX station by elevator. The Rose Garden and Japanese Garden are served by bus line #63 available at the surface level on a limited schedule. Because of the complexity of this station, it is important for the IMO to be aware of the events taking place. Managing the ebb and flow of traffic to and from the station in large numbers will continue to be a challenge. Some events may require elevator monitoring for the sake of safety and balanced loads on the train. Proof of payment is required to stand in the waiting area outside the elevators at the surface and also for standing on the platforms below.

There is also a head house at the station from which operations for the three-mile twin tunnels can be managed. An employee relief room is also available.

The institutions residing in the Park are community partners with Tri-Met since the construction of WS MAX. They should be consulted regarding Tri-Met's plans to manage service at the station. Tri-Met has a partnership arrangement in terms of managing and maintaining the displays in the elevator lobbies. Debra Huntington, Graphics Manager is the most knowledgeable about this.

IMP training and drills will continue to be needed for this location.

Objectives:
1. Insure that Washington Park events are noted and acknowledged on the Annual Bus/Rail Calendar maintained on the Tri-Met communications network.
2. Assess impact on bus and rail service when events are planned at Washington Park.
3. Set up appropriate plan and response for each event.
4. Maintain a safe operating environment and exemplary customer service.

TRI-MET

5.01.12.1 - RESPONSE OBJECTIVES
Washington Park Station Large Events

Division or Group: IMO Joint Command

Operational Time: Quarterly Review

Overall Incident Objectives:

Insure that on time transportation services are sustainable, safe and that internal and external audiences are informed.
Provide exemplary customer service.

Objectives for Specified Operational Period

1. Determine for each event what level of IMO is needed to support the event.
2. Coordinate with appropriate IMO units.
3. Develop IMO plan for each event to achieve event objectives.
4. Plan and conduct event and emergency training and drills at this site.
5. Evaluate the outcome.

Safety Message for Specified Operational Period:

Maintain a 100% safe operating environment and exemplary customer service.

TRI-MET

5.01.12.1 - RESPONSE OBJECTIVES - continued
Washington Park Station Large Events

Special Instructions:

TRI-MET

5.01.13 - SUMMARY OF PLAN
Sunset Transit Center Large Events

Provide a general overview of the incident/event.

Overview

Sunset Transit Center

The Sunset Transit Center is located at the juncture of HWY 26 and 217 on the west side of Portland. A multi-level parking garage provides park and ride choices for customers. The garage has an elevator and a pedestrian pathway that rises over HWY 26 from the Cedar Hills Shopping Center. Several bus lines serve the TC and shuttles and taxies from adjacent employment sites. The TC has a MAX tunnel between the TC and downtown Beaverton. Proof of payment is required on the platforms. A full time security presence is provided at the site. The station platforms are below grade and accessed by either stairs from both ends and elevators from the west end near the garage. There is an operator relief room at this location. Customers tend to meet at this location to travel to events along the MAX line.

Objectives:

1. Anticipate the impact of events along the MAX line that may cause over flow parking, heavier than usual ridership, customer inconvenience and create safety and security issues.
2. Set up appropriate plan and response.
3. Maintain service and safety and exemplary customer service.

TRI-MET

5.01.13.1 - RESPONSE OBJECTIVES
Sunset Transit Center Large Events

Division or Group: IMO Joint Command

Operational Time: TBD

Overall Incident Objectives:

Insure that on time transportation services are sustainable, safe, and that internal and external audiences are kept informed.
Provide exemplary customer service.

Objectives for Specified Operational Period

1. Determine the level of staffing required at the transit center when special events are planned in the community.
2. Coordinate with appropriate IMO units.
3. Develop IMO plan for each event objectives.
4. Evaluate the outcome.

Safety Message for Specified Operational Period:

Provide a 100% safe operating environment and exemplary customer service.

TRI-MET

5.01.13.1 - RESPONSE OBJECTIVES - continued
Sunset Transit Center Large Events

Special Instructions:

5.01.14 - SUMMARY OF PLAN
Beaverton Transit Center - Taste of Beaverton, Saturday Market, Beaverton Good Neighbor Days

Provide a general overview of the incident/event.

Overview

Beaverton Transit Center

The TC is the public transportation hub in downtown Beaverton. Several bus lines meet MAX seven days a week at this site. There is only Kiss and Ride parking at this location. Customer traffic comes and goes in both directions most times of the day and evening. A number of community activities like those mentioned above will create larger loads on the transit system. Tri-Met also has a concessions building and an operator relief room at this site. This site is not likely to be an event venue but rather a high foot traffic area for accessing other venues. During storm conditions it is possible that MAX service will terminate at this location and then return to Portland.

Objectives:

1. Insure that Beaverton community events are noted and acknowledged on the Annual Bus/Rail Calendar maintained on the Tri-Met communications network by consulting the Beaverton Chamber of Commerce and the Washington County Visitor's Association.
2. Assess impact on bus and rail service when events are planned in the vicinity of the transit center.
3. Set up appropriate plan and response.
4. Maintain a safe operating environment and exemplary customer service.

TRI-MET

5.01.14.1 - RESPONSE OBJECTIVES
Beaverton Transit Center - Taste of Beaverton, Saturday Market, Beaverton Good Neighbor Days

Division or Group: IMO Joint Command

Operational Time: TBD

Overall Incident Objectives:

Insure that on time transportation services are sustainable, safe, and that internal and external audiences are kept informed.
Provide exemplary customer service.

Objectives for Specified Operational Period

1. Determine the level of staffing required at the transit center when special events are planned in the area.
2. Coordinate with appropriate IMO units.
3. Develop IMO plan for each event to achieve event objectives.
4. Evaluate outcome.

Safety Message for Specified Operational Period:

Provide a 100% safe operating environment and exemplary customer service.

TRI-MET

5.01.14.1 - RESPONSE OBJECTIVES - continued
Beaverton Transit Center - Taste of Beaverton, Saturday Market, Beaverton Good Neighbor Days

Special Instructions:

TRI-MET

5.01.15 - SUMMARY OF PLAN
Beaverton Central - Beaverton Round Large Events

Provide a general overview of the incident/event.

Overview

The Round at the Beaverton Central MAX station is considered to be the Civic Center of Beaverton. When it is open, it can be anticipated that a number of community events will take place there. Since MAX runs through the middle of the development, transit service will be central to all activities at this site. The site is small in scale and the proximity of events to the MAX tracks will be close. Crowded platforms may be an issue. Track access permits may be needed at this site. It is important that the IMO stay abreast of the plans for use of The Round.

Objectives:

1. Insure that events planned at The Round are noted and acknowledged on the annual Bus/Rail Calendar maintained on the Tri-Met communications network by consulting the Beaverton Chamber of Commerce and The Round's management.
2. Assess impact on rail service when events are planned at this location.
3. Set up appropriate plan and response.
4. Maintain a safe operating environment and exemplary customer service.

For Internal Use Only:
ICS 201

TRI-MET

5.01.15.1 - RESPONSE OBJECTIVES
Beaverton Central – Beaverton Round Large Events

Division or Group: IMP Joint Command

Operational Time: TBD

Overall Incident Objectives:

Insure that on transportation services are sustainable, safe, and that internal and external audiences are informed.
Provide exemplary customer service.

Objectives for Specified Operational Period

1. Determine level of staffing at the transit center when special events are planned in the area.
2. Coordinate with appropriate IMO units.
3. Develop IMO plan for each event to achieve event objectives.
4. Evaluate outcome.

Safety Message for Specified Operational Period:

Provide a 100% safe operating environment and exemplary customer service

TRI-MET

5.01.15.1 - RESPONSE OBJECTIVES - continued
Beaverton Central – Beaverton Round Large Events

Special Instructions:

TRI-MET

5.01.16 - SUMMARY OF PLAN
Merlo Road Station - Tualatin Valley Nature Trail Events

Provide a general overview of the incident/event.

Overview

Merlo Road Station

The station is in Beaverton on SW Merlo Road at Jenkins Road and SW 158th Avenue adjacent to the Merlo Bus Operating Base , Reser's Foods production plan, COSTCO, and the Tualatin {arks and Recreation Department's Tualatin Valley Nature Trail. Tri-Met bus operators use this station to travel to and from their work assignments. The Nature Trail is a year-round recreation venue. The path also allows bicyclists to use the site. Annual events can be expected here with particularly heavy traffic during the Summer and Fall months. Schools will use this park for field trips.

MAX will be well used for these purposes. There is little parking in the area and the Merlo Road Station while served by connecting bus service has only Kiss and Ride accommodations.

There was some early discussion about bus operators serving on the Board of Directors for the Nature Trail.

Objectives:

1. Insure that events planned at the Nature Trail are noted and acknowledged on the annual Bus/Rail Calendar Maintained on the Tri-Met communications network by consulting the Tualatin Valley Parks and Recreation Department. The Department publishes a program of upcoming events at all facilities.
2. Assess impact on rail service when events are planned at this location.
3. Set up appropriate plan and response.
4. Maintain a safe operating environment and exemplary customer service.

TRI-MET

5.01.16.1 - RESPONSE OBJECTIVES
Merlo Road Station - Tualatin Valley Nature Trail Events

Division or Group: IMP Joint Command

Operational Time: TBD

Overall Incident Objectives:

Insure that on time transportation services are sustainable, safe, and that internal and external audiences are informed.
Provide exemplary customer service.

Objectives for Specified Operational Period

1. Determine if additional staff is required at the station when special events are planned.
2. Coordinate with appropriate IMO units.
3. Develop IMO plan for each event to achieve event objectives.
4. Evaluate outcome.

Safety Message for Specified Operational Period:

Provide a 100% safe operating environment.

For Internal Use Only:
ICS 202

TRI-MET
Provide a 100%

5.01.16.1 - RESPONSE OBJECTIVES - continued
Merlo Road Station - Tualatin Valley Nature Trail Events

Special Instructions:

TRI-MET

5.01.17 - SUMMARY OF PLAN
Elmonica Station Large Events

Provide a general overview of the incident/event.

Overview

Elmonica Station

Elmonica is adjacent to the WS light Rail Operating Facility and provides a large Park & Ride area. There is a secure gate between the Park & Ride lot and the Facility. Card access is required for employees.

Because of the unique nature of light rail to the WS, frequent tours can be expected. Access only to the second level observation deck is encouraged in the interest of safety for guests and employees. An on-going need to accommodate out of town transportation officials can be expected.

The Facility also provides a unique environment for special events on occasion. Groups using the space in the past are the Tri-Met Board of Directors, Metro, and Women's Transportation Seminar (WTS).

Objectives:

1. Insure that events planned at the Elmonica station or the Operating Facility are noted and acknowledged ont eh annual Bus/Rail Calendar
   maintained on the Tri-Met communications network. Ruby Junction and Elmonica administration will need to coordinate on this.
2. Assess impact on rail service when events are planned at this location.
3. Set up appropriate plan and response.
4. Maintain a safe operating environment and exemplary customer service.

TRI-MET

5.01.17.1 - RESPONSE OBJECTIVES
Elmonica Station Large Events

Division or Group: IMO Joint Command

Operational Time: TBD

Overall Incident Objectives:

Insure that on time transportation services are sustainable, safe, and that internal and external audiences are informed. Insure that safety requirements are adhered to with the Operations Facility for tour groups and special events. Provide exemplary customer service.

Objectives for Specified Operational Period

1. Determine level of staffing required at the station or Facility.
2. Coordinate with appropriate IMO units.
3. Develop IMO plan for each events to achieve event objectives.
4. Evaluate outcome.

Safety Message for Specified Operational Period:

Provide a 100% safe operating environment.

TRI-MET

5.01.17.1 - RESPONSE OBJECTIVES - continued
Elmonica Station Large Events

Special Instructions:

TRI-MET

5.01.18 - SUMMARY OF PLAN
Fair Complex/Hillsboro Airport - Large Events

Provide a general overview of the incident/event.

Overview

Fair Complex/Hillsboro Airport

The Fair Complex has been the home of the Washington County Fair for many years when MAX light rail service was not available. The Complex has a major capital construction project underway. The use for some of the existing buildings will change and new construction will take place. The goal of the new capital plan is make the Fair Complex a major year round special event venue that will increase economic development in Washington County. Plans include hosting conferences and conventions.

With improvements taking place at the Fair Complex some increase in airport traffic can be expected. It follows that ground transportation will be needed and thus more foot traffic attracted to using MAX light rail service to access other venues.

This station with a large Park & Ride lot, Kiss and Ride and bus service will increase in foot traffic as the new development takes place. Conflicts in parking can be expected as the joint purpose of the entire site emerges.

High use can be expected during the summer when Rose festival is in full swing including the Airshow at the Hillsboro Airport and the Hillsboro Fourth of July Parade takes place.

Objectives:

1. Insure that events planned at the Washington County Fair Complex and Hillsboro Airport are noted and acknowledged on the annual Bus/Rail Calendar maintained on the Tri-Met communications network by consulting the Fair complex administration.
2. Assess impact on rail s and bus service when events are planned at this location.
3. Set up appropriate plan and response.
4. Maintain a safe operating environment and exemplary customer service.

TRI-MET

5.01.18.1 - RESPONSE OBJECTIVES
Fair Complex/Hillsboro Airport - Large Events

Division or Group: IMO

Operational Time: TBD

Overall Incident Objectives:

Insure that on time transportation services are sustainable, safe, and that internal and external audiences are informed.
Provide exemplary customer service.

Objectives for Specified Operational Period

1. Determine level of staffing required for the site.
2. Coordinate with appropriate IMO units.
3. Develop IMO plan for each event to achieve event objectives.
4. Evaluate outcome.

Safety Message for Specified Operational Period:

Provide a 100% safe operating environment and exemplary customer service.

TRI-MET

5.01.18.1 - RESPONSE OBJECTIVES - continued
Fair Complex Large Events

Special Instructions:

TRI-MET

5.01.19 - SUMMARY OF PLAN
Downtown Hillsboro Fourth of July Parade and Festivals

Provide a general overview of the incident/event.

Overview

The community of downtown Hillsboro has four MAX light rail stations: Washington Street/12th, Tuality, Hillsboro Central Transit Center, and the terminus, Hatfield Government Center. This first year of providing light rail service to Hillsboro will provide new operating experiences for both bus and light rail service.

It is important to be aware of planned activities early so as to determine appropriate planning and responses.

Use of the Hillsboro parking facility will also need to be monitored.

Objectives:

1. Insure that Hillsboro community events are noted and acknowledged on the Annual Bus/Rail Calendar maintained on the Tri-Met Communications network by consulting with the Hillsboro Chamber of Commerce and the City of Hillsboro.
2. Assess impact on bus and rail service when events are planned in the area.
3. Set up appropriate plan and response.
4. Maintain a safe operating environment and exemplary customer service.

TRI-MET

5.01.19.1 - RESPONSE OBJECTIVES
Downtown Hillsboro Fourth of July Parade and Festivals

Division or Group: IMO

Operational Time: TBD

Overall Incident Objectives:

Insure that on time transportation services are sustainable, safe, and that internal and external audiences are kept informed.
Provide exemplary customer service

Objectives for Specified Operational Period

1. Determine the level of staffing required when special events are planned in the area.
2. Coordinate with appropriate IMO units.
3. Develop IMO plan for each event to achieve event objectives
4. Evaluate outcome.

Safety Message for Specified Operational Period:

Provide a 100% safe operating environment and exemplary customer service.

For Internal Use Only:
ICS 202

TRI-MET

5.01.19.1 - RESPONSE OBJECTIVES
Downtown Hillsboro Fourth of July Parade and Festivals

Division or Group: IMO

Operational Time: TBD

Overall Incident Objectives:

Insure that on time transportation services are sustainable, safe, and that internal and external audiences are kept informed.
Provide exemplary customer service

Objectives for Specified Operational Period

1. Determine the level of staffing required when special events are planned in the area.
2. Coordinate with appropriate IMO units.
3. Develop IMO plan for each event to achieve event objectives
4. Evaluate outcome.

Safety Message for Specified Operational Period:

Provide a 100% safe operating environment and exemplary customer service.

TRI-MET

5.01.19.1 - RESPONSE OBJECTIVES - continued
Downtown Hillsboro Fourth of July Parade and Festivals

Special Instructions:

TRI-MET

5.01.19.1 - RESPONSE OBJECTIVES - continued
Downtown Hillsboro Fourth of July Parade

Special Instructions:

TRI-MET

5.01.20 - SUMMARY OF PLAN
Presidential Visits

Provide a general overview of the incident/event.

Overview

Presidential Visits

Periodically high ranking government officials come to the Portland metropolitan area on political junkets. Extraordinary security plans must be put in place. Experience has shown that the locale being visited will not know the plan of the Secret Service accompanying the President or or other designees until a day or so prior to the event. Such visits often result in the closure of freeways and on ramps. Transit service can be heavily impacted if not directly involved, such as it was for the opening of the MAX light rail extension to Hillsboro in 1998.

Such a visit can require that the Incident Management Organization be mobilized and deployed.

If a visit is concurrent with another community event, more precautions will need to be taken by the IMO.

Objectives:

1. Insure that the event is noted and acknowledged on the annual Bus/Rail Calendar maintained on the Tri-Met communications network.
2. Assess impact on bus and rail service when an event of this nature is planned.
3. Set up appropriate plan and response.
4. Maintain a safe operating environment and exemplary customer service.

TRI-MET

5.01.20.1 - RESPONSE OBJECTIVES
Presidential Visits

Division or Group: IMO

Operational Time: TBD

Overall Incident Objectives:

Insure that on time transportation services are sustainable, safe, and that internal and external audiences are kept informed.

Provide exemplary customer service.

Objectives for Specified Operational Period

1. Determine the level of staffing required for the event.
2. Coordinate with appropriate IMO units.
3. Develop IMO plan for each event to achieve event objectives.
4. Evaluate the outcome.

Safety Message for Specified Operational Period:

Provide a 100% safe operating environment and exemplary customer service.

TRI-MET

5.01.20.1 - RESPONSE OBJECTIVES - continued
Presidential Visits

Special Instructions:

Incident Management Plan
Table of Contents, January, 1999

CHAPTER 6 - INCIDENT RESPONSE TOOL BOX – IMO BLANK FORMS

TRI-MET

6.01.1 SUMMARY OF PLAN

Provide a general overview of the incident/event.

Overview

Objectives:

TRI-MET

6.01.2 RESPONSE OBJECTIVES

Division or Group: _____

Operational Time: _____

Overall Incident Objectives:

Objectives for Specified Operational Period

Safety Message for Specified Operational Period:

For Internal Use Only:
ICS 202

TRI-MET

6.01.2 RESPONSE OBJECTIVES
- Continued -

Special Instructions:

TRI-MET

6.01.3 IMPORTANT PHONE NUMBERS & PAGERS BY OPERATIONAL UNIT OR SECTION

Unit or Section Name:

Name	Incident Phone #	Pager #		Name	Incident Phone #	Pager #

TRI-MET

6.01.4 COMMUNICATIONS PLAN

System/Cache	Channel	Function	Monitoring Location	Assignment

For Internal Use Only:
ICS 205

TRI-MET

6.01.5 WINBEEP PAGING GROUPS

Incident/Event Title & Date

TBD

For Internal Use Only:
ICS 205

TRI-MET

6.01.6 RESOURCES SUMMARY

_____

Incident/Event Title & Date

Resource	Number	Location

For Internal Use Only:
ICS 201

TRI-MET

6.01.7 DAILY MEETING SCHEDULE

_____

Incident Title & Date

Time	Meeting Name/Purpose	Location	Attendees

For Internal Use Only:
ICS-OS-230

TRI-MET

6.01.8 WEATHER REPORT

_____

Incident/Event Title & Date

DATE: _____ **TIME OF DAY:** _____

CONDITIONS: _____

_____

_____

DATE: _____ **TIME OF DAY:** _____

CONDITIONS: _____

_____

_____

DATE: _____ **TIME OF DAY:** _____

CONDITIONS: _____

_____

_____

For Internal Use Only:
ICS 202 (item #8)

TRI-MET

6.01.9 OPERATIONAL PLANNING WORKSHEET

_____

Incident/Event Title & Date

Location	Type of Personnel or Resources	Number Required	Requested Arrival Time	Total Time Requirement	Deployed By

For Internal Use Only:
ICS 215

TRI-MET

6.01.10 SHIFT LOG

_____

Incident/Event Title & Date

SHIFT TIME	INCIDENT

_____

Name

For Internal Use Only:
ICS 215

Tri-Met Incident Management Plan
District-Wide Deployment
Name of Incident or Event: Winter Operations

Mobile Rail Supervisor Deployment

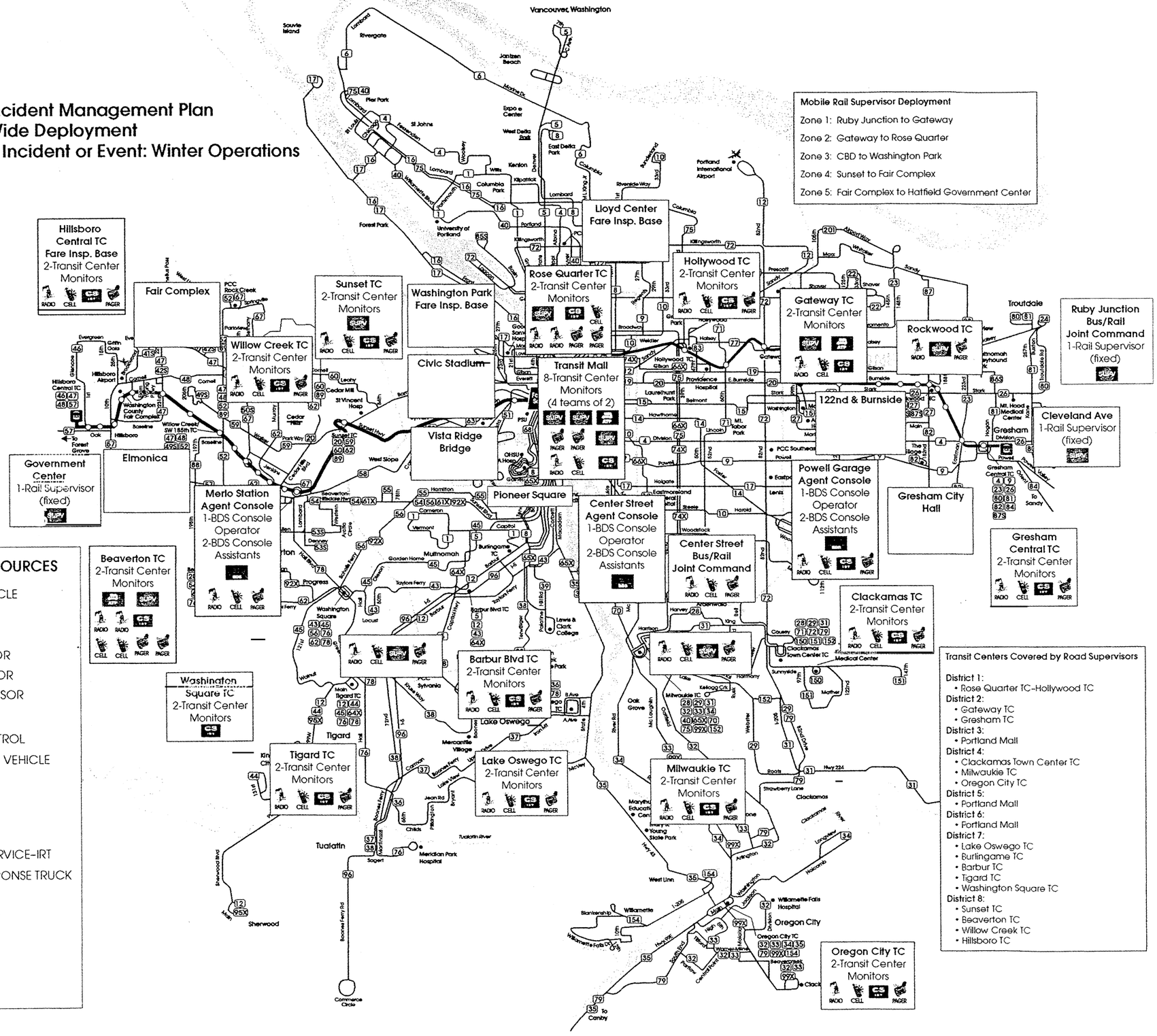
Zone 1: Ruby Junction to Gateway

Zone 2: Gateway to Rose Quarter

Zone 3: CBD to Washington Park

Zone 4: Sunset to Fair Complex

Zone 5: Fair Complex to Hatfield Government Center



DEPLOYMENT RESOURCES

- ATP (LIFT) VEHICLE
- LRV
- BUS
- FARE INSPECTOR
- RAIL SUPERVISOR
- ROAD SUPERVISOR
- POLICE
- CROWD CONTROL
- NON-REVENUE VEHICLE
- RADIO
- PAGER
- CELL PHONE
- CUSTOMER SERVICE-IRT
- INCIDENT RESPONSE TRUCK
- FACILITY-FRT
- BDS CONSOLE
  - CENTER
  - POWELL
  - MERLO

Transit Centers Covered by Road Supervisors

District 1:
- Rose Quarter TC-Hollywood TC

District 2:
- Gateway TC
- Gresham TC

District 3:
- Portland Mall

District 4:
- Clackamas Town Center TC
- Milwaukie TC
- Oregon City TC

District 5:
- Portland Mall

District 6:
- Portland Mall

District 7:
- Lake Oswego TC
- Burlingame TC
- Barbur TC
- Tigard TC
- Washington Square TC

District 8:
- Sunset TC
- Beaverton TC
- Willow Creek TC
- Hillsboro TC

6.01.12

TRI-MET

2 Rail Supervisors Riding MAX

Fare Inspectors Crowd Management Wackenhut Fixed at stations

Washington St
1/Security
1/Shift-Fare Ins
5/Shift-Ask Me
47

Quatama
3/Shift-Ask Me

Hillsboro Cent
6/Shift-Ask Me
1/Security
MS
46
47
48
57

Fair Complex
2/Shift Security
5/Shift-Ask Me
46

47 59
48 61X
49s 88
52

Willow Creek
2/Shift-Security
1/Shift-Fare Ins
5/Shift-Ask Me

Beaverton Crk
11/Shift-Ask Me
+2 Info Booth
2/Shift-Security
10/CMS
8/Police

Millikan Way
1/Shift-Security
5/Shift-Ask Me
62

Sunset TC
1/Shift-Fare Ins
12/Shift-Ask Me
4/CMS
20
59
60
62
89

Vista Ridge Bridge
1/Security

Washington PK
2/Rail Supv.
3/Shift-Fare Ins
24/Shift-Ask Me
4/Shift-Police (MPU)
4/Security
6/CMS
2/Reserve Police
6/Police
1/Car Maintainer
63

Hatfield Government Center
Hillsboro Central/SE 3rd Ave TC
Tuality Hospital/SE 8th Ave
Washington/SE 12th Ave
Fair Complex/Hillsboro Airport
Hawthorn Farm
Orenco/NW 231st Ave
Quatama/NW 205th Ave
Willow Creek/SW 185th Ave TC
Elmonica/SW 170th Ave
Merlo/SW 158th Ave
Beaverton Creek
Millikan Way
Beaverton Central
Beaverton TC
Sunset TC
Washington Park
Civic Stadium
Galleria/SW 10th Ave
Pioneer Square North
Mall/SW 5th Ave
Morrison/SW 3rd Ave
Old Town/ Chinatown
Skidmore Fountain
Oak St/ SW 1st Ave
Goose Hollow/ SW Jefferson
Kings Hill/SW Salmon
Library/SW 9th Ave
Pioneer Square South
Mall/SW 4th Ave
Yamhill District
Willamette River
Rose Quarter TC
Convention Center
NE 7th Avenue
Lloyd Center/NE 11th Ave
Hollywood/NE 42nd Ave TC
NE 60th Ave
NE 82nd Ave
Gateway/NE 99th Ave TC
E 102nd Ave
E 122nd Ave
E 148th Ave
E 162nd Ave
E 172nd Ave
E 181st Ave
Rockwood/E 188th Ave TC
Ruby Junction/E 197th Ave
Gresham City Hall
Gresham Central TC
Cleveland Avenue

Lloyd/Hollywood
4/Rider Advocates

Gateway TC
4/Shift-Ask Me

15M
19G
20
22
23
24
25
26
27
33F
77
201

WSLR Opening
Command Cnt
IC Tim Garling
(Joint Bus/Rail Security -Manager)
1 Police Sgt/Lt?
1/Shift-Ask Me

Gresham

Cleveland Ave
4/Shift-Ask Me
1/Car Maintainer

122nd/Burnside Park& Ride
1/Shift-Security
(2Shifts)

Gov't Center
1/Shift-Security
1/Shift-Fare Ins
1/Shift-Ask Me
1/Info Booth
6/CMS
5/Police
1/Car Maintainer

Tuality Hosp
3/Shift-Ask Me

Orenco
1/Shift-Security
5/Shift-Ask Me

Hawthorn Farm
3/Shift-Ask Me

Elmonica
2/Shift-Security
5/Shift-Ask Me
1/Rail Supv. (Yard)

Merlo
5/Shift-Ask Me

Beaverton Cnt
2 Security
7/Shift-Ask Me

Beaverton TC
8/Shift-Ask Me
20
52
53s
54
57
58
61X
67
76
78
88

5/Shift-Ask Me
2/Reserve Police
2/Police

3/Shift-Ask Me

5/Shift-Ask Me
2/MPU

Pioneer Square (Downtown)
3/Shift-Police (MPU)
1 /Shift-Fare Ins
11/Shift-Ask Me
North & South
4/Rider Advocates
2/Police Reserve

50s
67

42s
47

41s

20

NORTH

Ⓟ Park & Ride
Ⓖ Parking Garage
TC Transit Center
Fareless Square
2 1 Zone Boundary

Deployment Units:

Hillsboro — **Beaverton** — **Portland**

	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	
Rail Supervisors (personnel/shift)	(1)	(1)	(1)	(1)	(1)		
Road Supervisors (personnel/shift)	(1)	(1)	(1)		(1)		
Police Mobile (personnel/shift)	(2)	(2)	(2)	(2)	(2)	(2)	
Project CM & Systems		Elmonica (5)	Washington Park (4)	← On-call →	← Field → (7)	Ruby Junction (6)	
Car Technicians	Hillsboro		Rovers (6)			Ruby Junction	
Ask-Me Duty (personnel/shift)	(2)	(2)	(2)	(2)	(2)	(2)	

NOTE: There are now 6 Ask Me rover zones - 2 people in each zone.
Zone 1 = Govt Ctr to 12th & Washington
Zone 2 = Fair Comples to Merlo
Zone 3 = Beaverton Creek to Sunset
Zone 4 = Wash Park to Old Town
Zone 5 = Rose Quarter to Gateway
Zone 6 = 102nd to Cleveland

Incident Management Plan
Table of Contents, January, 1999

CHAPTER 7 – INCIDENT RESPONSE TOOL BOX – STATION & TRANSIT CENTER LAYOUT

Incident Management Plan
Table of Contents, January, 1999
(continued)

Incident Management Plan
Table of Contents, January, 1999

CHAPTER 8 – INCIDENT RESPONSE TOOL BOX – TRI-MET BUILDING FACILITY AND FLEET DIAGRAMS